

Client Overview

Industry

Collections

Profile

A national accounts receivable management company providing third-party debt collection services.

Situation

Historically, five collectors were performing their own estate searches and follow-up. The process was extremely manual and self-taught.

Solution

Implementing Probate Finder OnDemand creates an automated recovery process that quickly identifies deceased accounts, finds estates, and files more claims.

Benefits

- Increases estate match and claim filing
- Improved recoveries and revenue
- Increases information transparency
- Refocuses resources and priorities
- Enhance customer relationships

For more information

Call: 1.888.423.0522

Or visit us
www.probatefinder.com

National Collection Agency Immediately Identifies \$1.1 Million with Probate Finder OnDemand™

Situation

A national collection agency with over 30 years of experience and hundreds of clients, primarily in healthcare and financial services, had a manual process in place for collecting on deceased accounts. They understood the value of probate, and much like other agencies, knew how important it was to have a cost effective way to automate their current process.

The company was interested in learning more about the probate process and wanted as much of the process streamlined as possible. The Probate Finder OnDemand team implemented an application training program for users to help craft their initial strategy.

As with most agencies, their primary concern was keeping their client base satisfied while still being able to achieve a positive return on investment. Probate Finder OnDemand allowed them to offer their customers a strong deceased account collection value-add while also creating new revenue for their business.

Solution

Probate Finder OnDemand was immediately implemented and the company began loading accounts on a trial basis to start calculating return on investment and making sure the costs worked within their margins. They are now working on placing all of their accounts with Probate Finder OnDemand, as they have identified a profit, not only for their clients but also for their organization.

Results

As they continue to load all of their clients' accounts, Probate Finder OnDemand was able to immediately identify results for their business with their first upload of accounts:

- \$1.1 million in filed claims
- Immediate ROI of 138%
- Settlements received in first five months paid for their entire first year of service
- 5 resources reallocated to core business functions