

Client Overview

Industry

Financial Services

Profile

A regional financial institution with more than 5,000 employees supporting 380 locations across 10+ states.

Situation

A reactive estate recovery strategy that was decentralized and inefficient, resulting in a high number of missed probated estates and the inability to file claims in a timely manner.

Solution

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

Benefits

- Seamless integration with operations
- Improves recoveries and revenue
- Increases information transparency
- Refocuses resources and priorities
- Enhances customer relationships

For more information

Call: 1.888.423.0522

Or visit us
www.probatefinder.com

Probate Finder OnDemand™ Finds \$5.4 Million in Filed Claims within the First Six Months

“Probate Finder OnDemand offers us quick and effortless access to estate information. Prior to using this program, we were missing out on many claim opportunities.”

Situation

One of the nation’s largest banks needed a probated estate-location solution that could integrate quickly into their collections process and operating environment. The existing recovery strategy was reactive and inconsistent in identifying deceased accounts and probated estates, resulting in lost revenue opportunities.

Additionally, the complexity of navigating the 3,450+ courts in the United States made the process of identifying deceased accounts, locating estates and filing claims difficult and time-consuming.

A leader in using innovative technology, the bank needed a solution that could be implemented quickly, was easy to use, and offered immediate improvement in recovery performance without increasing costs.

Solution

After ensuring that Probate Finder OnDemand could meet its requirements for security, performance, and reliability, the bank quickly gained access to over 3 million probated estate records nationwide and the expertise of the Probate Finder OnDemand team.

Probate Finder OnDemand was implemented within 4 days, which included self-paced training for team members, business process alignment, and legacy system integration.

Results

With Probate Finder OnDemand, the company gained an effective and affordable solution to manage deceased accounts and improve recovery opportunities. Benefits within six months included:

- \$5.4 million in filed claims
- \$200,000 in settled claims
- 1300% ROI or 13x investment and growing
- 10 resources reallocated to core business functions