

e-nxt

A TATA Enterprise

Case Study – High Recovery on Non
Performing Assets.



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Increased recovery on written off cases for one of the top NBFC of India.

The Client

Our client is one of the top non Deposit taking NBFC of India having its presence in multiple locations in India and actively involved in financing of vehicle loans

Industry

Banking & Finance

Challenges

Our client was burdened with a very high NPA (Non Performing Assets) in the post recession period, with new business acquisitions having taken a back seat due to conservative market sentiments it was of core importance for the client to reduce its NPA portfolio.

With limited focus on NPA in the initial period, the targeted volume of NPA was very substantial and spread out. Over a period of time, majority of NPA cases had become non contactable which was a major concern for their successful resolution.

e-Nxt Solution

e-Nxt worked in complete co-ordination with the client in setting up of the entire Stressed Assets Recovery process which started with establishing contact with the default customer and concludes with

receipt of full and final settlement amount.

Steps taken for recovery:

Dunning Process:

Entire dunning process for the client which covered sending of payment reminder mailers to the client and its efficient tracking for delivered and non-delivered mails was established, this enabled us to establish the availability of customer at the contact address which in turn was used for actual customer visits.

Within a very short span of time we were able to ramp up the dunning process by establishing an automated mail room which was able to handle more than 1.5 lakh mails per month. Process robustness was subsequently built in by automating almost 70% of the labor intensive process.

Tele Conciliation:

With our call centre facility having language expertise in 18 different Indian languages, we established the tele conciliation process supported by Aspect based dialers for making telephonic contact with the customers and ask for payments.

In house IT team support was taken for automated removal of non-callable numbers in order to eliminate the

manual effort of dialing a non callable number.

Field Support:

Adequate field support was placed in major cities for visiting customer locations to convince them for making necessary payments for the default amount.

Field team in each region is managed by regional managers for operational parameters.

IT System:

Entire stressed assets process is managed by internally created web

based CRM which is accessed by the entire team as well as client from multiple locations.

Every stage of progress for each & every case is being tracked through the CRM there by ensuring transparency.

All waivers generated are addressed to client as per the matrix which decides on the level of approval for particular case. This ensures that client is incharge for the waivers given to end customer.

Achievements

Total amount recovered – Rs. 80 crores over a period of 2.5 years.

Case Study Summary

