

UK Finance Provider – Arrears Team

The Task

The client, a UK finance provider, needed complaints and collections agents to support their arrears team dealing with a backlog of complaints and increased call volumes.

An initial team of 10 agents were required following a change to regulation relating to the completion of affordability assessments alongside a significant surge in call volumes and arrears queries.

Our Solution



Our team of experienced agents were resourced and progressed through training and accreditation within a three-week period, providing critical additional capacity within a short timeframe.



We deployed a Team Manager who supported our client with the design of a new operating structure, improving efficiency and leading to better outcomes for customers.



Worked with the client to design new MI dashboards, providing greater accuracy on reporting and facilitating effective resource allocation. These dashboards were consequently rolled out to other areas of the business.

Client Outcome



Reduced the expected response time to customer queries from 14 days to 24 hours within a three-week period, ensuring customer issues were resolved promptly



Increased productivity was accompanied by high quality outcomes, delivering 95% Quality Assurance results



Cleared a backlog of over 500 customer complaints within the first month of service, bringing our client back in line with regulatory requirements

11 Resources provided

Strategic expertise provided to deliver a more efficient operating model

Improved response times to customers by 71%