

Product



Collections for Premier®

Real-Time Collection and Recovery Software



Simplifying the collection and recovery process can increase productivity while reducing delinquency and chargeoffs. Fiserv arms you with an arsenal of powerful tools to manage, monitor and perform all collection activity associated with delinquent accounts.

Collections for Premier from Fiserv provides a current and complete view of your customer relationships for a broad range of products, including past-due consumer and commercial loans, overdraft lines of credit and overdrawn deposit accounts. Integration with the Premier bank platform ensures that collector queues are updated in real time as payments are made, so your staff has the most current data available. Historical information on payments, promises to pay and contacts provides collectors with the information they need to make critical decisions.

Premier Integration

From the moment they open Collections, your staff will benefit from the tight integration with Premier, which provides a single sign-on to the program through Navigator for Premier. Collectors also have direct access to other key Premier components, such as Account Inquiry,

which supplies an array of details to help them work on delinquent accounts, and Payoff Calculator, which determines payoff amounts and generates payoff quotes to facilitate payments from accountholders.

Single Workflows Per Account

Customizable workflows guide the collections process, saving time and increasing productivity by eliminating the need for multiple workflows per account. This streamlined process guides collectors through a logical and efficient path of resolution by displaying only those steps necessary for completion. Collectors are assigned to manager-defined queues, so you can be assured your staff is working with the appropriate accounts and adhering to your financial institution's guidelines.

Account Management

One key to enhancing profitability is effectively managing all the accounts moving in and out of delinquency. Collections provides unprecedented control over account movement and status through powerful and advanced queuing. This feature automates the process of getting the right account to the right collector at the right time. In addition, accounts needing special attention can be easily assigned to any queue or collector, so you can manage risk in the delinquency portfolio.



Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization, and leading the transformation of financial services technology to help our clients change the way financial services are delivered. Visit www.fiserv.com for a look at what's next now.

Reporting Options

Online reporting options enable management to create real-time reports based on a comprehensive array of fields and criteria. In addition to the standard reporting included with the application, both organization-specific and global reporting can be accessed by authorized employees. Reports can be scheduled to run on demand or at specified times, such as daily, monthly or annually. Quick Reports are also accessible, giving you instant information without the need to save, schedule or define criteria in advance.

Performance Views

Real-time performance views, or dashboards, offer unique insight into a collector's efficiency and effectiveness over various date ranges, such as just one day or an entire year. These dashboards also display trend line analysis. The ability to rank, rate and measure collection activity based on critical criteria – the number of calls, valid contacts and promises made, for instance – constitutes a robust analysis tool. Special views also provide quick access to scheduling information, including hours worked, breaks taken and the total logins and logouts.

Benefits to Your Financial Institution

- Mine Premier data – Tight integration with the Premier bank platform gives collectors up-to-date data for managing accounts and making decisions
- Increase productivity – Customization eliminates the need for multiple workflows per account, so your staff can handle more accounts in less time
- Manage risk – Unprecedented control over accounts moving in and out of delinquency boosts your profitability
- Oversee collectors – Real-time performance views show you the efficiency and effectiveness of collectors over specified date ranges

Connect With Us

For more information about Collections for Premier, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.



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