

Turn hardships into *SOLUTIONS*



Payment Resolution Center

D2K iConnect - Helping Your Customers Helps You

Allow customers the ability to communicate a late payment, hardship or “change of circumstance” situation that will affect their capability of making their payment through a valuable website tool.

Open Up Communication to Customers Showing a Willingness to Pay

- Use your website to prominently communicate your willingness to assist customers experiencing temporary or long-term financial difficulties
- Mobile-Friendly, bilingual web portal allowing customers to share their current financial situation and updated contact information.
- Improve communication with your customers, assist your branches in their collection efforts, and significantly reduce delinquency and charge-off results.
- Branch and customer e-mail notifications for submitted request forms
- D2K has a full-array of ideas to promote this program



ANSWER YOUR CUSTOMER'S CALL FOR HELP

When customers are faced with hardships, they tend to remove themselves from the situation and ignore the problem. Giving them the option to find a solution leads to better repayment results for your company and improved long-term relationships

Imagine the results you will see when your customers recognize your willingness to help, flexibility, and commitment to maintaining their credit standing. It is this type of effort that differentiates you from your competitors, creates strong customer relationships, and establishes your reputation in the community.

Combine the Payment Resolution Center with the Telemarketing Portal for the ultimate customer connection.

iConnect is D2K's proprietary intranet platform with applications designed to help you successfully manage your marketing program and streamline communication to your company's team members. Easy-to-use portals allow management of documents, calendars and important company information from a single login. Security is a core value for D2K Corp and iConnect has that covered for you – with user level access, encrypted data storage, 24-7 security monitoring, and secure data transfers – just the peace of mind you need.

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