Presenters

• Dave Yohe
  – Director of Marketing, BillingTree

• Jeffrey Luskin
  – Creditor Relations Manager, National Recovery Solutions, LLC.

• Joseph Bonilla
  – Director of Product Management, BillingTree
About BillingTree

Headquartered in Phoenix, AZ, BillingTree is developing ways to make it easier for people to get paid for their products and services.

The BillingTree mission has always centered on simplifying the often-confusing world of electronic payments, thereby allowing clients to focus on their core competencies.
Legal Disclaimer

This information is not intended to be legal advice and may not be used as legal advice. Legal advice must be tailored to the specific circumstances of each case. Every effort has been made to assure this information is up-to-date. It is not intended to be a full and exhaustive explanation of the law in any area, however, nor should it be used to replace the advice of your own legal counsel.
Agenda

Virtual Technology Overview
- Virtual Agent, Virtual Negotiator, Virtual Settlement

National Recovery Solutions, LLC - Case Study
- Challenges
- Implementation
- Benefits
- ROI

Consumer Negotiator Experience
- Samples

Summary
- Capabilities - Integrations
- Compliance
- ROI
- Key Benefits
- Key Things to Consider for Success

Questions & Answers
Payment Technology: Usage and Adoption Trends

Technology Utilization, All Seat Groups

- Live Agent: 5% (▼), 11% (▲)
- Online: 11% (▲), 100% (▼)
- Virtual Negotiation: 147% (▲), 33% (▼)
- IVR: 33% (▲)
- Lockbox: 25% (▲), 8% (▼)
- Remote Deposit: 25% (▲)
- QR Code: 79% (▲)
- Social Media: 86% (▲)
- Alternative: 53% (▲)

Source: BillingTree© 2014 Collection Agency Operations and Technology Survey
Virtual Technology Overview
Use Cases

- Consumer payment & payment history
- Consumer balance dispute logging
- Consumer account info update
- Virtual Settlement
- Consumer balance lookup
- Virtual Negotiation
Journey of Virtual Technology

- **Initial Adoption**
  - Virtual Agent

- **Increase Benefits**
  - Virtual Settlement

- **Advanced Features**
  - Virtual Negotiation
Virtual Negotiation 101 - Process Flow

**Balance Due**
- $5,000

**Offer Made**
- $2,500

**Accept/Reject Offer**
- Rejected

**System Offer**
- $4,000

**Offer Accepted**
- $4,000 - Accepted

**Pay in Full**
- $4,000

**Payment Plan**
- $4,000 = 20x payments of $200 per month
Consumer Offer - Sample

**Propose a Resolution**

Please propose a payment plan that you believe would work. We will evaluate it and reply immediately with our acceptance or a proposed plan.

**Downpayment**: $200.00

**Minimum downpayment**: $494.59

**Monthly Payment**: $200.00

**Minimum monthly payment**: $247.30 (or leave blank)

**Number of Months**: 5 (optional)

**Maximum number of months**: 3 (or leave blank)

**Your Offer**:

- **Amount Owed**: $2,826.17
- **Offer Total**: $1200

**Submit**
**Negotiator Counter Offer - Sample**

Please propose a payment plan that you believe would work. We will evaluate it and reply immediately with our acceptance or a proposed plan.

**Downpayment:** 494.59

**Minimum downpayment:** $494.59

**Monthly Payment:** 247.30

**Number of Months:** 3 (optional)

**YOUR OFFER:**

**Amount Owed:** $2,826.17

**Offer Total:** $1236.49

**SUBMIT**
Audience Poll

Are you currently utilizing any virtual technology?

1) Yes
2) No
3) We plan to
4) We have NO plans to
Case Study

National Recovery Solutions, LLC.
NRS Case Study - About

- NRS, LLC.
- Jeffrey Luskin
NRS Case Study - Challenges

- Increase revenue
- Expand on current system
- Increase flexibility
NRS Case Study - Implementation

Case Study

- Setup
- Client Accounts
- House Accounts
- Data load
- Letters
Negotiate your own settlement online! You can visit www.nrsecurepay.com and use the Smart Negotiator. Make an offer without the hassle of speaking to a live collector. Create a plan that works for you!

Upon clearance of said funds, your account will be considered paid in full and you will be released of any future obligation regarding this matter.

Also used former “coupon space” to hype up the smart negotiator on Dunning Notice
NRS Case Study - Benefits

- Fewer payment drop offs
- Daily summary reports
- Settlement activity reports
- Flexibility
NRS Case Study - Benefits

- Compliance
- Tech takes away shame factor for consumers vs. live agent calls
- Increase traffic to website
NRS Case Study – Return on Investment

- Immediate ROI
- Generated more traffic
- More payments through VN
- Win - Win
NRS Case Study - Advice

- Understand your customer needs
- Reach out to clients
- Put work/time in the front end when determining parameters

Case Study
Audience Poll

What is your primary driver for seeking a Virtual Negotiator?

1) Income – more payments from customers looking for settlement
2) Reduced staff time on phone
3) Compliance/Consistency in settlements offered
4) Reporting & tracking capabilities
Three Virtual Virtues - Recap

- Virtual Agent
- Virtual Negotiation
- Virtual Settlement

Advanced Features
Consumer Negotiator Experience
# Samples

## Payment Plans

<table>
<thead>
<tr>
<th>VIEW</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pay in Full</strong></td>
<td><strong>Payment in full</strong> is your best option if you can afford it. When you pay in full, your credit report will show that you have paid in full and future creditors might look at this favorably when granting you credit.</td>
</tr>
<tr>
<td><strong>Pay in 2 installments</strong></td>
<td><strong>Installment Payment</strong> is appropriate if you do not have the necessary funds to make a full payment. Your credit might be affected for the duration of the repayment plan.</td>
</tr>
<tr>
<td><strong>Pay in 3 installments</strong></td>
<td><strong>Payment in three installments</strong> is good if you do not have the necessary cash and would like to pay in several installments. There is no fee for this plan and you will pay your debt in full, much like you would if you paid in full today. However, before you make all the payments, your credit report will show that you have not yet settled your debt.</td>
</tr>
<tr>
<td><strong>Choose Your Payment</strong></td>
<td>Choose how much you would like to pay at this time. The payment can be as little as the minimum payment on your account, or as much as the full amount due</td>
</tr>
<tr>
<td><strong>Smart Negotiator™</strong></td>
<td><strong>Custom plan</strong> is a plan specifically tailored to your needs. Actually, you get to make an offer yourself and we evaluate it in real time. This way, you can create a plan that works specifically for you: choose your down payment, monthly payment and the number of months you would like to make payments. If we do not accept your proposal, we will generate several counteroffers matching as many of your requirements as possible.</td>
</tr>
</tbody>
</table>
Negotiator

Samples

**YOUR SITUATION**

In order to assist us with evaluating your offer please provide the following information as to why your account is currently delinquent. Thank you.

- Lost Statement
- Oversight
- Illness/Injury
- Divorce/Separation
- Medical Expenses
- Unemployment
- Overextended
- Death in Family
- Natural Disaster
- OTHER

SUBMIT
**Propose a Resolution**

Please propose a payment plan that you believe would work. We will evaluate it and reply immediately with our acceptance or a proposed plan.

**Your Offer:**

- **Downpayment**: $200.00
- **Monthly Payment**: $200.00
- **Number of Months**: 5 (optional)

**Amount Owed**: $2,826.17

**Offer Total**: $1,200
Samples

Please propose a payment plan that you believe would work. We will evaluate it and reply immediately with our acceptance or a proposed plan.

**Propose a Resolution**

- **Downpayment**: 200.00
- **Minimum downpayment**: $494.59
- **Monthly Payment**: 200.00
- **Minimum monthly payment**: $247.30 (or leave blank)
- **Number of Months**: 5 (optional)
- **Maximum number of months**: 3 (or leave blank)

**Your Offer:**

- **Amount Owed**
  - **Offer Total**: $1200
- **$2,826.17**

Submit
Negotiator

**Samples**

**PROPOSE A RESOLUTION**

Please propose a payment plan that you believe would work. We will evaluate it and reply immediately with our acceptance or a proposed plan.

**Downpayment**: 494.59
**Minimum downpayment**: $494.59
**Monthly Payment**: 247.30
**Number of Months**: 3 (optional)

**YOUR OFFER:**

<table>
<thead>
<tr>
<th>Amount Owed</th>
<th>$2,826.17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer Total</td>
<td>$1,236.49</td>
</tr>
</tbody>
</table>
Samples

ANALYSIS OF CECILIA BLANCHER'S OFFER

We have received and evaluated your offer to pay your $2,826.17 debt. The remainder of this page contains the summary of your offer and our analysis.

YOUR OFFER

- Downpayment: $494.59
- Monthly Payment: $247.30
- Number of Months: 3
- Total Payment: $1,236.49

FINDINGS

We cannot accept this offer for the following reason(s)

Your offer is too small.

Please click on the 'Counteroffers' below to see some acceptable alternatives.

COUNTEROFFERS...
Samples

**Countertoffers for Cecilia Blancher**

We are unable to accept the payment plan you have suggested. Here are some plans that we can accept and that come close to matching your offer. To choose a payment plan please click on the corresponding Accept button.

**Acceptable Offers**

<table>
<thead>
<tr>
<th>Down-Payment</th>
<th>Monthly Payment</th>
<th># of Months</th>
<th>Total Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,282.61</td>
<td>$1,282.60</td>
<td>1</td>
<td>$2,565.21</td>
</tr>
<tr>
<td>$909.72</td>
<td>$909.72</td>
<td>2</td>
<td>$2,729.16</td>
</tr>
<tr>
<td>$724.08</td>
<td>$724.06</td>
<td>3</td>
<td>$2,896.26</td>
</tr>
<tr>
<td>$2,402.31</td>
<td></td>
<td></td>
<td>$2,402.31</td>
</tr>
</tbody>
</table>
Samples

SELECT PAYMENT METHOD
*A SETTLEMENT IS NEITHER COMPLETE NOR VALID UNTIL YOU HAVE PROCEEDED WITH THE INITIAL PAYMENT AND HAVE BEEN ISSUED A CONFIRMATION NUMBER.

When you provide us with the account number, expiration date and the security code, you authorize us to charge your account in the amount you have agreed upon. Please refer to the picture of the back of a credit card below to locate the security code.

CREDIT CARD INFORMATION
Credit Card Type: <Please Select>
Name on the Credit Card:
Credit Card Account Number:
Expiration Date (MM/YY):
Security Code:

BILLING ADDRESS
Address:
Summary – The Three Virtual Virtues
Capabilities - Integrations

Capabilities –
- Flexible logic
- Mobile device optimized
- Start pay plan on future date
- Reporting

Integrations –
- Some systems are manual, others offer an API or fully integrated data feeds to the negotiation solution
Compliance benefits and considerations

- Laws
- Reg. E
- Tokenization - PCI
- Industry Standards
- Third Party Disclosure & TCPA violations
Return on Investment

- More payments
- More traffic on site
- Win-Win for all parties involved
- ROI realized almost immediately in most cases
Key Benefits

- Less ‘fall off’ when payment plans are setup through VN versus live agents
- Consumers have more control when setting up plans
- Allows smaller agencies to seem much larger
- Lower cost than training (1) employee, yet much higher output
- More overall payments collected
Finally – Key Things to Consider

- Pricing -
  - Upfront set up fees
  - Per month maintenance fees
  - Additional per transaction fee
  - Processing fees
- Clients tolerance for discounting
- Average transaction $$ amount should be higher to make most sense
- Need to market the technology to customers
Thank You

Please don’t forget to complete our brief survey for feedback on this webinar.

Contact Info:
We are happy to assist you with any further questions you might have regarding how to select the correct Virtual Technology solution for your needs –

marketing@mybillingtree.com
Join us LIVE
at the Cosmopolitan of Las Vegas this Fall

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