

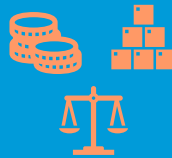
CAPABILITY DEVELOPMENT FOR COLLECTIONS – US BANKING



How People Trust remotely helped a Philippines-based outsourcer to develop domain expertise in the Collections process for US Banking clients

CURRICULUM

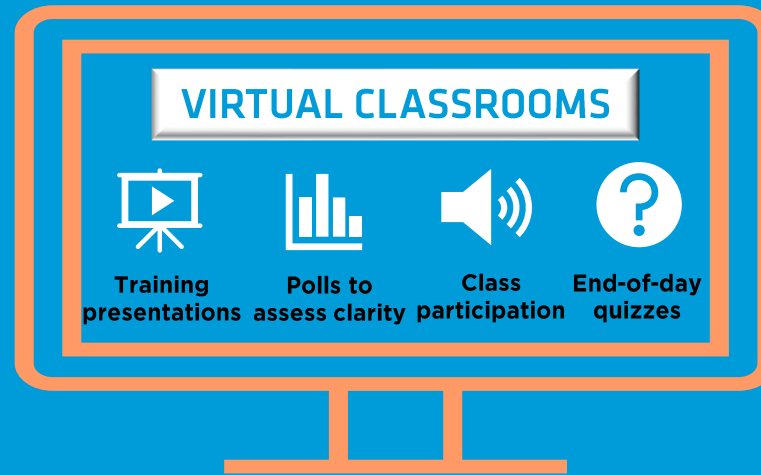
1. An **introduction** to the history of US Banking, and an overview of banking regulators, regulations & retail banking products
2. A deep dive into **retail banking products**, particularly auto loans, mortgages, credit cards & retail cards
3. An overview of the three primary **regulations** governing collections in the Banking industry – **FDCPA, FCRA & TCPA**
4. Insights & techniques on **communicating with consumers**, one of the key skills in the armoury of a debt collector
5. A review of the evolving role of **technology** and **data analytics** in the debt collection industry, and how to harness them effectively



DELIVERY



India-based facilitators



300 participants across the Philippines

IMPACT



300 participants successfully completed the 5-day workshop



320 hours of online, virtual classroom-based learning delivered



X% of participants scored >80% in the post-program assessment



Y% of participants rated the quality of the program as 'Excellent'



Z% of participants rated the quality of facilitators as 'Excellent'