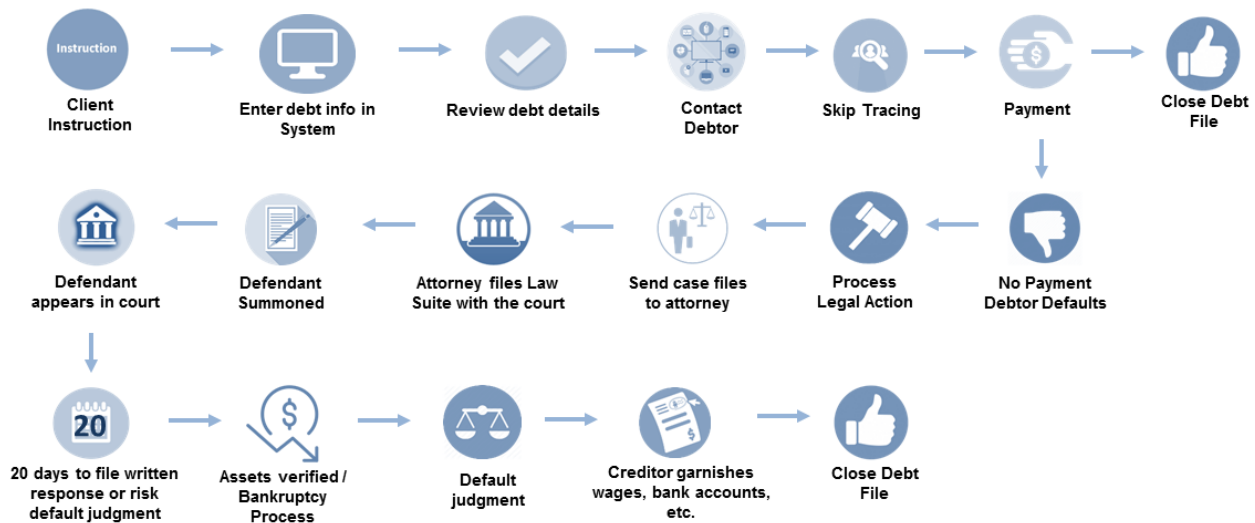


Back Office Support Services

KGI SL has invaluable expertise, garnering more than a decade of experience as a BPO partner. Over the years, we have developed a tested and proven BPO Back Office solution to deliver measurable results. As regulatory and technology challenges proliferate, creditors and servicers must find new ways to provide extraordinary service to borrowers while minimizing risk and keeping costs low. KGI SL provides services customized around the Client’s specific needs and deliver the highest quality service without sacrificing speed and efficiency.

KGI SL provides back office services within your existing in-house debt collection/garnishment management Platform and workflow, integrating our team with yours to provide you the support and flexibility you need to keep costs down and to maximize capacity. The back office helpdesk team functions as an extension of your process and offers support functions. KGI SL’s proven expertise in wage garnishment processing allows you to gain relief from the challenging, time-consuming manual work, while benefiting from reduced labor and processing costs.

Debt Collection – Core Processes



KGI SL Advantage

- **Alleviate all the hassle of Garnishment Administration Process**
- **Immediate savings in the form of fewer garnishment defaults**
- **Realize improved compliance**
- **Reduced processing costs**
- **High Accuracy**



We can work with you to create customized solutions that increase processing control and profit potential. For more information on our Back Office Services and to find out more about why we are a wiser choice than other providers, please feel free to get in touch today.

Raise productivity and arm your platform with “On-Demand” operational capacity with KGI SL Back Office Solution

KG Information Systems Private Limited

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Case Study:

Client Profile:

A financial group offering a range of services including Collections, Patient Balance Financing, and Accounts Receivables Management services to private and public companies. The client also provides debt collection services for businesses like Receivables Purchasing & Management, Revenue Consulting, Debt Purchasing, Legal Collections, Collections.

The Landscape:

- ☞ The debt collection division with the client company helps creditors with a tested and proven system of scoring and analysis to determine the best method of collection for defaulted accounts.
- ☞ The client follows a variety of resolution options for a higher rate of return including professional processes, debtor notices, contact schedules, garnishment and skip tracing resources
- ☞ The client has established a nationwide network of attorneys to help ensure recovery of debt accounts.
- ☞ The client deals with a very large volume of defaulted accounts on a daily basis and wanted to engage KGiSL in support of preparing garnishment orders for collecting defaulted monies.

How KGiSL helps this client?

We provide dedicated administrative support to the client in various stages of the debt collection process life cycle including handling of legal garnishment documents, case updates within the court and client systems. Our staff handle all paperwork preparing garnishment materials in support of court order to regain the funds owed

- ☞ Receive, scan, and index debt related documents
- ☞ Verification of documents
- ☞ Prepare garnishment documents quickly and accurately
- ☞ Assign payment to the third party (state, attorney etc.)
- ☞ Deliver Garnishment file and reports electronically through client's technology platform
- ☞ Managing all paperwork, handle inquiries, responses and follow-ups

The Result:

- ☞ **Accuracy:** High quality & accurate reports (98%-100% accuracy)
- ☞ **Quick:** Existing stage turnaround periods are decreased by 30%
- ☞ **Availability:** Round the clock availability. Zero downtimes and very responsive
- ☞ **Customized Process:** Process is fully customized to meet client requirements