

D A M O V O

Better commitment
through digital
signatures





Change Driver

The CEO of an international debt collection company is looking for a way to increase the rate of repayments.

A higher ratio of repayment agreements made between service employees and debtors can directly contribute to this. The company therefore wants to obtain commitment to payment plans during telephone and video consultations – using a digital signature solution to formalize the agreement.

The success rate will be significantly higher than with the conventional method of sending documents by post, in which the agreed signature may never be executed.

DAMOVO





Damovo Approach

With Damovo's solution, the company is able to conduct face-to-face receivables discussions with debtors, directly increasing commitment and acceptance.

The solution also enables the sharing of information, videos, documents, records and applications so that even complex issues and procedures can be communicated in a simple and understandable manner and individual repayment plans can be agreed.

The joint processing of forms and applications enables quick and uncomplicated processing of the required documents.

The debtor's digital signature at the end of the conversation further increases the binding nature of the agreement.



Customer Value

DAMOVO

How the **debtor** benefits

Repayment plans can be adjusted during the phone call and better explained through visual support.

The process is simplified – meaning the debtor does not have to sign the paper documents that arrive in the post - and then go to the trouble of sending them back.

How the **company** benefits

Significant cost and time savings - because the process can be agreed and completed directly during the call via the document sharing and digital signature.

The repayment rates are significantly improved due to the rapport the employee builds up with the debtor during the process.