

Adapting to a 'new normal'

The Debt Collection Industry Response to the COVID-19 Crisis

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Early Adaptation to a 'new normal'

- Firms prepared ahead of announcement
- Overcame hurdles – GDPR, Technology
- Started switch to working from home
- Used furlough scheme
- Switched emphasis of resources to inbound
- Limited outbound contact
- Paused most lettering strategies

Adapting to a 'new normal'

- Suspended new litigation
- Paused existing litigation cases
- Suspended enforcement
- Monitored Expressions of Dissatisfaction and complaints
- Monitored speech analytics
- Contact and Forbearance continue to be key watchwords

Operating in the eye of the storm

- **Member firms operate in a mixture of**
 - Working from home
 - Where essential, office but socially distanced
 - Furloughed
- **Limited outbound calling either**
 - Calling broken arrangements
 - Calling new customers, but with heightened forbearance
- **Inbound**
 - Requests for information and help
 - Adjustments to plans
 - Customer Service

Planning for release from Lockdown

- Contact didn't stop
- What will 'Business as Usual' actually be?
- Full resumption won't be a single movement
- Not a regulatory issue or a case of doing the right thing
- More a political and Public Relations matter
- COVID-19 will give way to recession
- Contact and Forbearance will be key watchwords

What's happening today?

- **Tentative resumption of outbound calling**
Monitoring feedback; Covid-19 Cases; measures of praise and dissatisfaction
- **Some lettering resumed**
Covid-19 sensitive
- **Litigation**
Extra checks; Extra lettering; PAP
- **Enforcement**
Held till 24th August 2020; health and safety
- **Home visits**
Data protection; health and safety

Meanwhile...back at the CSA

- **Fees and Levies**
Managing the burden on CSA Members
- **Funding free debt advice**
Driving a fair funding process and value for money
- **Fairness Initiative**
Fairness in Government Collection
- **Breathing space**
Maintaining the customer journey
- **SDRP**
Playing a key role in the next part of the journey