

COLLECTIONS

OVERVIEW

In times of rising customer delinquencies and losses, improvements in collections go directly to the bottom line. In the Collections Simulation, players practice optimizing collections mitigation and customer retention strategies to improve their own bottom lines. *The objective of the simulation is to help players learn how to successfully operate the most profitable virtual bank with the most satisfied customers.*

The Collections Simulation covers portfolio collection and recovery strategies:

- Use credit risk scores to control portfolio risk and volume
- Use behavior scores for portfolio monitoring and collection strategy management
- Optimize collection severity policies
- Optimize technology, automation and training investment spending
- Adjust portfolio decisions during changing economic conditions

Players manage an unsecured consumer loan portfolio.

The course is configurable for diverse levels of experience:

- Fundamentals Course (< 3 years of experience); Certification (3 – 10 years); Mastery (> 10 years)

Example modules from the Fundamentals Course:

MODULES	LEARNING OUTCOMES
Setting the Cutoff	<ul style="list-style-type: none"> • Recognize how credit risk scores are used to control the risk vs. reward in the portfolio
Collection Severity	<ul style="list-style-type: none"> • Identify customer attrition and delinquency in the results and practice mitigation strategies
Manpower Management	<ul style="list-style-type: none"> • Calculate net flow rates • Use net flow to forecast future delinquent account volume and check the accuracy of the forecast
Recovery Investment	<ul style="list-style-type: none"> • Calculate the ROI for investments in recovery management • Recognize how late stage collection strategies are designed and what key decision would be used • Identify key recovery actions and policy tools that can be used in late stage collections
Putting it All Together	<ul style="list-style-type: none"> • Evaluate the impact of underwriting strategy on collections • Manage both underwriting and a collection decision at the same time

Want to experience this simulation? [Request a free trial.](#)

Want to find out more about the course? For more information on our courses or to organize a live demo, [contact us.](#)