**CN Collection Policy for the easy launch**

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1. Main collection principles:
   1. The main target of the collection process – is to stimulate customer to repay the debt in time or, in case of delinquency, as soon as possible.
   2. Collection procedure should not be started in case customer’s full debt does not exceed appropriate (late payment) grace sum.
   3. Collection process should be organized in appropriate way in order to be constant and persistent to effectively stimulate the customer to repay the loan within the shortest period of time possible.
   4. The customer will be automatically proceed from the first collection Phase to the another one until receiving his payment.
   5. Sending the customer to the next collection Phase should be done only in case actions of the current Phase were completed and the debt was not fully repaid.
   6. Collection process should be finished right after receiving the payment, enough to decrease the loan to not exceeding (Late payment) grace sum.
2. Main requirements for the communication tools:
   1. For SMS/Emails:
      1. Should be able to be personalized – contain customer’s Full name or part of it;
      2. Are sending manually via SMS-provider strictly according to the schedule and approved SMS texts.
   2. For the easy launch Collection specialists’ working place should have the following functional:
      1. Actual information about customer’s debt: full amount to be repaid, amount to be repaid for prolongation, accrued interest and fees, rest principal to be paid,
      2. Actual information about previous prolongations/partial repayment, actual information about delinquency, promises to pay, broken promises,
      3. Approved SMS and scripts,
      4. Access to the FAQ.
      5. Possibility to put the results (status + text comments) of the work.
   3. For the easy launch, customers make repayment via either AliPay or direct bank transfer. For both repayment methods, we recognize customers via the following information provided by customers when they make repayments:
      1. Customer name
      2. Loan contract number
      3. Customer ID number

1. Definition of Soft-Collection and Hard-Collection:

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| **#** | **Types Of Collection** | **Definition** |
| 1 | Soft-collection | Methodologies used within this context are SMS, emails and phone calls.  Rules and restrictions:   * + calling time is limited from 9am to 6pm (it is prohibited to call to the customer from 11pm to 7 am);   + Soft-Collector should introduce himself as the Company’s employee at the beginning of the conversation;   + Soft-Collector should be able to provide to the Customer all the significant information about the loan: current amount to repay (principal, fees, interest, penalties, overdue interest);   + During the conversation with the Customer Soft-Collector cannot use rude words, introduce himself as a police/official officer/bank employee;   + Soft-Collector cannot use his own mobile phone to contact to customer via voice call/SMS/WeChat/etc. |
| 2 | Hard-collection | * + Hard collection is not using during the easy launch |

1. General collections process description:

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| **#** | **Phase** | **Time** | **Essence** | **Comments** |
| 1 | Informing | Loan initiation date | * inform the customer about exact pay day and payment amount to ensure payment in time | Obligatory |
| 2 | Informing on the middle of tenor | 3 days before for 7 days loans, half of the tenor for 15, 21 and 30 days loans (8th, 11th and 15th days) | * soft collector makes a call, reminds the customer about due date and channels for payment * if soft collector cannot reach the customer, SMS DPD-half of the period should be sent | Obligatory (if no paid) |
| 3 | Informing before payment day (SMS, E-mail) | 2 day before and on the payment day | * remind the customer about coming payment day and payment amount to ensure payment in time * instruct about the payment channels | Obligatory (if no paid) |
| 4 | Pre-collection (SMS, E-mail) | From the due day to 3 days after the payment day | * inform the customer about delay the payment and payment amount to ensure payment * instruct about the payment process (if needed) | Obligatory (if no paid) |
| 4 | Soft-collection (Informing, SMS, e-mail, calls) | From 1 to 10 days after the pay day | * Call will be done from DPD1 till DPD10. Account should be automatically and randomly allocated across Tele collectors. * Offers customer prolongation (up to 7 day from DD) * remind the customer about payment amount * inform the customer about negative consequences of the delinquency * instruct the customer about payment process * identify planned pay date | Obligatory (if no paid) |
| 5 | Soft-collection (Group 2, SMS, e-mail, calls) | From 11 to 30 days after the pay day | * Accounts will be automatically and randomly allocated since DPD11 till DPD30. * remind the customer about payment amount * inform the customer about negative consequences of the delinquency * instruct the customer about payment process * identify planned pay date | Obligatory(if no paid) |
| 6 | Soft-collection (Group 3, SMS, e-mail, calls) | From 31 to 60 days after the pay day | * Accounts will be automatically and randomly allocated to individual since DPD31 till DPD60. * remind the customer about payment amount * inform the customer about negative consequences of the delinquency * instruct the customer about payment process * identify planned pay date | Obligatory(if no paid) |
| 7 | Sending the letters | 31+ days after the pay day | * Legal dunning letter if not paid (First reminder by DPD30) | Obligatory(if no paid) |
| 8 | Outsource agency | 61+ days after the pay day | * Outsource collection agency (work for commission) | Obligatory(if no paid) |

1. Communication principals
   1. Any SMS sending to customer should match to approved SMS from the list
   2. All dialogs with customers should be recorded,
   3. All dialogs with customers should follow collection scripts
2. Outbound campaign parameters:
   1. Calling days – Monday-Friday
   2. Calling time – 09am-6pm.
3. Technical tools:
   1. Possibility to initiate sending online SMS/email or email with account details for loan repayment to the appropriate customer.
   2. Possibility to initiate sending online SMS/email with the address of the closes payment location to the appropriate customer.
4. Miscellaneous:
   1. All the texts will be done in local market language.
   2. There should be possibility to receive inbound call – and it should be addressed (basing on the identification results) to the appropriate collection specialist.