

Presentation:

AI-Powered Collections System - Executive Briefing

Slide 1: Title Slide

Geldium: AI-Powered Collections System

Transforming Delinquency Management for Efficiency and Fairness

Presented to Geldium Leadership

Slide 2: How the System Works

The Autonomous Collections Framework: A Dynamic Workflow

Our AI system adapts in real-time, moving beyond static reports to proactive interventions.

1. Data Inputs:

- **Comprehensive Customer Data:** Includes profiles, payment history, credit scores, real-time activity, and external signals.

2. AI Decision Logic:

- **Predictive & Agentic AI:** Continuously assesses risk and determines optimal actions by interpreting model scores and applying Geldium's business rules.

3. Automated Actions:

- **Tailored Outreach:** Triggers personalized SMS, email, and in-app notifications.
- **Intervention Offers:** Proposes payment plans or deferrals.
- **Case Escalation:** Flags complex or high-risk cases for human review.

4. Continuous Learning Loop:

- **Outcome-Driven Refinement:** Monitors action effectiveness (e.g., payment rates), integrating feedback to continuously refine models and optimize future strategies for various customer segments.

Slide 3: Role of Agentic AI

Balancing Autonomy with Essential Human Oversight

Agentic AI handles scalable personalization, while strategic human involvement ensures empathy and compliance.

Autonomous AI Activities	Essential Human Oversight & Activities
Dynamic Risk Assessment: Continuous customer re-scoring.	Strategic Oversight: Defining overall business goals, risk appetite, and policy exceptions.
Personalized Outreach: Adjusting cadence, messaging, and offer generation.	Complex Case Management: Handling disputes, unique hardship cases, and manual overrides.
A/B Testing: Optimizing communication strategies.	Compliance & Ethical Review: Ensuring regulatory alignment and ongoing fairness assessments.

Slide 4: Responsible AI Guardrails

Safeguarding Fairness, Transparency, and Compliance

Robust ethical and regulatory safeguards are vital for a trustworthy AI system.

- **Explainability & Transparency:**
 - Use interpretable models and provide clear, jargon-free explanations for AI decisions.
 - Maintain comprehensive audit trails of all AI actions and logic.
- **Bias Detection & Mitigation:**
 - Conduct regular audits for disparate impact across demographic groups.
 - Employ diverse training data and monitor for proxy variables.
- **Human-in-the-Loop Controls:**
 - Require human review/approval for all high-impact decisions (e.g., denying critical assistance).
 - Establish clear thresholds for automatic escalation of complex cases to humans.
- **Regulatory & Legal Compliance:**
 - Continuously validate system actions against financial regulations (e.g., ECOA, GDPR, FCA, FCRA).
 - Ensure robust data privacy and security.
 - Collaborate closely with Legal and Compliance teams.

Slide 5: Expected Business Impact

Driving Value: Quantitative & Qualitative Outcomes

This AI system will significantly benefit Geldium and its customers.

Quantitative Business KPIs:

- **Reduced Delinquency:** Anticipate 10-15% reduction in DPD.
- **Lower Collection Costs:** Optimized outreach reduces manual effort.
- **Improved Recovery Rates:** More targeted interventions boost successful repayments.
- **Enhanced Operational Efficiency:** Automation frees agents for complex cases.

Qualitative Customer & Strategic Outcomes:

- **Improved Customer Experience:** Personalized, timely, and supportive outreach builds trust.
- **Enhanced Fairness & Scalability:** Built-in guardrails ensure equitable treatment and broader portfolio management.
- **Proactive Strategy & Brand Reputation:** Shift from reactive collections to proactive prevention, strengthening Geldium's image.
- **Adaptive Strategies:** Continuous learning ensures effectiveness in changing market conditions.

The end