AI-Powered Collections Strategy

Leveraging Agentic AI for Scalable, Fair, and Effective Debt Management at Geldium

How the System Works

- **Inputs**: What customer data is collected (e.g., demographics, repayment history, credit utilization)?
- **Decision Logic**: How are actions determined? Does the system use business rules, model predictions, or both?
- **Actions**: What outreach or interventions would be triggered (e.g., payment reminders, hardship offers)?
- **Learning**: How will the system track outcomes and improve over time?
- Data Input → Risk Scoring → Decision Engine → Action → Feedback Loop → Improved Decisions

Role of Agentic AI

Autonomous AI Actions

Send payment reminders via SMS/email

Adjust outreach frequency based on behavior

Trigger follow-up communications

Escalate low-risk cases to self-service flows

Human Oversight Required

Approve hardship/deferment requests

Handle disputes and exceptions

Review flagged edge cases

Oversee fairness audit reviews

Responsible AI Guardrails

Guardrails for Fair, Transparent, and Compliant AI

- ✅ **Fairness Monitoring**: Regular audits for bias across age, income, employment groups.
- 🧠 **Explainability**: Use SHAP to interpret predictions and provide reason codes.
- ⚖️ **Regulatory Alignment**: Comply with ECOA, GDPR, FCA, and FCRA.
- 🧍 **Human-in-the-Loop**: All high-risk or complex cases require human approval.

Expected Business Impact

📋 **Business KPIs**

- 20–30% reduction in delinquency rates
- Increased repayment rate within 30 days of contact
- Lower cost-to-collect via automation
- Faster case resolution via smart prioritization

🙋 **Customer Outcomes**

- More empathetic and personalized outreach
- Transparent decisions with explanation
- Improved access to support for vulnerable customers
- Higher customer trust and satisfaction

Summary & Next Steps

Summary:

- AI system enables smart, adaptive, and fair collections at scale.
- Combines predictive modeling, autonomous actions, and human oversight.
- Guardrails ensure compliance, transparency, and trust.

Next Steps:

1. Integrate with existing CRM and systems
2. Launch pilot for high-risk segments
3. Monitor outcomes and refine