

CONSUMER CREDIT COLLECTIONS & RECOVERY STUDY



...offers **strategic analysis** that will improve the **effectiveness** of **your collections** and **recovery efforts**.

Determine how your institution compares and utilize the key performance measures to develop operational strategies that work.

PEER BENCHMARKING RESEARCH STUDIES

CBA's Consumer Credit Collections & Recovery Study

examines the activities and trends in collection and recovery departments managing consumer lending portfolios.

This bi-annual study, conducted by CBA with direction from the **CBA Collections Committee**, measures the organizational and productivity issues of bank collection and recovery departments.

Separate collections and recovery analysis sections focus on productivity, operations, organization, and technology issues, and include key performance measure comparisons. These comparisons are designed to help determine whether a particular methodology or attribute provides performance advantages by comparing user to non-user results.

CBA's Consumer Credit Collections & Recovery Study

provides timely access to the key performance metrics you need to effectively evaluate your institution's collections and recovery operations to stay ahead of the competition.

STUDY MEASURES INCLUDE

Collections analysis includes:

- Dollar delinquency rates; overall portfolio, by product, by days past due
- FICO score ranges used to define prime, Alt A and subprime by portfolio
- Staff distribution, FTE, part-time and temps
- Initiation of collection activities
- Use of predictive dialers

Recovery analysis includes:

- Charge-offs, overall month-end dollar gross charge-off rate, gross-charge-offs by product
- Recovery rates, overall month-end dollar recovery rates, recovery rates by source
- Staffing, operating hours, duration recovery accounts worked in-house
- Staff distribution, FTE, part-time and temps

For more information, visit us online at www.cbanet.org/surveys or email us at research@cbanet.org or call 703.276.1750.

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Promo Code:

Please complete the form below. A **valid email address is required** to provide confirmation of payment and login information to download the study from our website. Once your payment has been processed the login information will be emailed to you.

Annual Subscription Pricing

The subscription includes the Mid-Year 2009 and Year-End 2009 Consumer Credit Collections & Recovery Study.

CBA Member Price: **\$1695**

Non-member Price: **\$2195**

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