Managing arrears

The Arrears Management (AM) tool is a simple and efficient solution to optimise the recovery of credit products across a wide range of portfolios

The Arrears Management Tool (AMT) is incorporated into Quipu Core Banking. The tool supports the management of the entire life cycle of credit products in arrears - from the early detection of repayment problems to the management of non-performance through debt recovery and litigation. Financial institutions can customise the tool to meet their concrete requirements regarding the arrears management process. The AM module enables the user to record all actions undertaken and future actions to be taken for credit products in arrears. This detailed documentation optimises the decision making process and further follow-up.

Main features

- Define the actions to be taken for a client, after a certain number of days in arrears.

- Manually put credit products under early risk detection in the respective internal loan classification group.

- Create different check lists for each action to be taken after certain number of days in arrears of the AM module in order to insert all updated information about:

    - opinion of the client's situation

    - visits to the clients

    - actions already taken, etc.

- Set user role access rights for check lists of each action to control their visibility and the possibility of modifying them.

- Mark the mandatory check list in a particular action to be taken after certain number of days in arrears.

- Define different check lists of actions in order to determine the kind of information provided and define if they can be edited and if they are visible to all users or only to those with special roles.

- Access the main screen of the AM module to get a complete overview of the credit products in arrears including the risk classification and the relevant credit product application information, information about previous action and their check lists.

- Access the action history; download, view and print a summary of the data in specific action to be taken after certain number of days in arrears.

- Use the reminder pane in the AM module to:

  - display all clients in arrears, as well as the related credit products, and provide information about planned actions to be taken after certain number of days in arrears.

  - display list clients in arrears and next actions to be taken for each one.

- Search for and find credit products in arrears using the multi-field search tool, which enables the user to combine various search options and narrow down the list of search results in order to quickly identify products in arrears – a feature available throughout the entire Quipu Core Banking.

- Link user roles to hierarchical levels within the financial institution's organisational structure.

- Generate and print various reports for different levels of users.