

Arrears Manager



Is it difficult and expensive to manage mortgage arrears and possessions?

Is it time consuming to gather all the information to respond to a customer?

Do your customer service agents see the full picture from your legacy systems?

Is it difficult to co-ordinate all the arrears information from your legacy systems?

Do you want to provide a more responsive service to your customers?

Mortgage arrears and possessions information from legacy systems is often not available from one location and requires customer service agents to search and collate data from a number of areas in the system. Arrears Manager from V4 Solutions brings all the relevant information together in a dedicated environment for arrears management. It covers the full arrears process from the first incidence of arrears to taking possession and sale of the property.

Arrears Manager can help you to reduce the cost of managing mortgage arrears and possessions by improving the speed and efficiency with which your customer service agents can access arrears information when responding to customer enquiries. Specifically designed for the building society industry, Arrears Manager includes a comprehensive range of features that will significantly improve your ability to service your mortgage arrears portfolio.

The screenshot shows the 'V4 Solutions Arrears Manager' application window. The 'General Case Details' tab is active, displaying fields for Account Number (70021521), Title (Mr S Jones & Miss P Smith), Salutation (Mr Jones & Miss Smith), Branch (Main Test Branch), Property Type (Residential), Property Address (234 Maple Road, Castleton, Lancs), Post Code (CS1 2XV), Telephone No, and Last Contact Date (12/06/2002). Below this, there are tabs for 'Borrowers', 'Guarantors', and 'Tenants'. The 'Borrowers' tab is selected, showing a table with columns: Name, Resident, Telephone Work, and Telephone Home. The table lists Miss P Smith and Mr S Jones. At the bottom, a status bar shows 'Ready', 'GAVIN', and 'Last Updated 23/09/2002 14:02:38 By Gavin'.

Arrears Manager is designed to be flexible and can be configured to suit each client's individual specification. The system can be further enhanced to provide the following additional functionality:

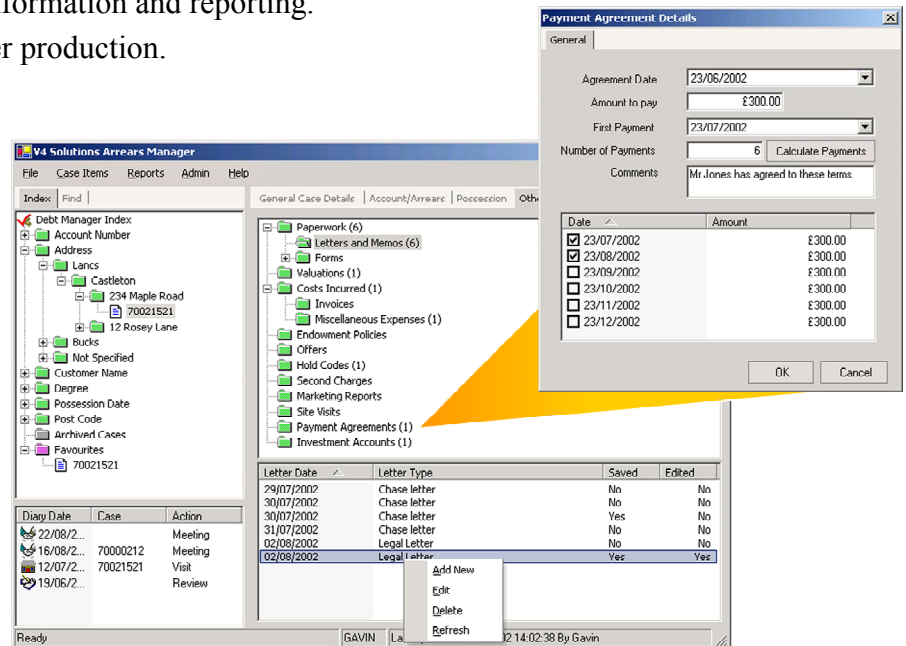
The screenshot shows the 'V4 Solutions Arrears Manager' application window with the 'Account/Arrears' tab active. It contains several input fields and checkboxes: Degree of Arrears (3), Amount of Arrears (£300.00), Cause of Arrears (Unemployment), Bankruptcy Order?, Borrowers have other debts?, Within early repayment period? (checked), Payment Protection policy in place?, Capital Balance (£35,000.00), DSS Case?, Shared Ownership?, Percentage Advance (25%), and Regular Payment (£249.04). Below these is a 'Mortgage Account Breakdown' table with columns: Type, Start Date, Maturity Date, and Advance. The table shows an 'Interest Only' entry with a start date of 25/07/2002, a maturity date of 25/07/2015, and an advance of £35,000.00.

- Interface with legacy systems.
- Import of existing data from legacy systems.
- Monitoring of payment arrangements and concessions from the legacy system.
- Operation over a branch network.
- Configuration for the Internet or an Intranet.

V4 Solutions can also provide full consultancy, development and training services to ensure that the system is configured to your exact specification to meet your operational requirements.

Features

- Complete database for mortgage arrears and possessions records.
- Fully configurable management information and reporting.
- Fully configurable automated letter production.
- Diary and scheduling options.
- Case notes and journal.
- Easy to operate user interface.
- Multi user access.
- Search facility.
- Record the following details:
 - Market appraisals.
 - Valuations.
 - Invoices and expenses.
 - Site visits.
 - Second charges.
 - Endowment policies.
 - Offers.
 - Payment arrangements and concessions.



Benefits

- Provides a centralized mortgage arrears and possessions data record.
- Reduces the cost of managing mortgage arrears and possessions.
- Improves management control of mortgage arrears and possessions.
- Provides a single point of access for all arrears information by interfacing with legacy systems.
- Enables your customer service agents to provide a more responsive service.

Technical specification

OS	Windows NT, 2000, XP
Hardware	Minimum: Pentium II, 64 MB RAM (Recommended: Pentium III, 128 MB RAM) Required disk space dependent on database size.

V4 Solutions is an independent company specialising in the provision of software solutions to small and medium sized enterprises.

We develop and build systems using established software to meet the exact specification of each customer. We work closely with the customer from the initial specification and design stage right through to implementation to ensure that the final solution fully meets the customer's requirements and delivers real business benefits.

Development Consultancy Training

Solutions... Designed to work for you.



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