



Case Study

Credit Union Grows, Delinquency Reduced

Client

Bayer Heritage FCU, serving Bayer Corporation employees and immediate family members. The service area has expanded to communities in specific counties or areas of counties in 3 states.

The Challenge

The collection manager recognized the need to reduce delinquencies from an all-time high of 2%, without adding staff.

The Solution

After researching file outsourcing, the decision was made to engage The Loan Service Center. The Loan Service Center was tasked with management of negative shares and early stage delinquencies up to 60 days.

Measurable Results

In the first 2 years, overall delinquency was reduced by 1%. In the subsequent 2 years, delinquency was reduced to .75% where it has been maintained.

Benefits Realized

Using TLSC freed up Bayer Heritage FCU collectors to take more time with members who call in. The collection manager uses the time saved to focus on keeping collector training up to date.

The TLSC staff has become part of the Bayer Heritage family and has stood in the gap when the collection manager was not able to replace exiting staff. It was easy to have TLSC work more files while bringing new collectors up to speed.

Client Feedback

"I am your #1 fan! The TLSC team is very professional and well trained. It is great to have the CU Recovery training options available. As the credit union grows, we won't be adding collectors, we will add CU Recovery and The Loan Service Center services."

Results Snapshot

Bayer Heritage FCU

- > **Headquarters:** Proctor, WV
- > **Members:** 35,155
- > **Assets:** \$511 million
- > **Challenge:** Delinquency had increased to over 2%. Needed better process earlier in the delinquency cycle.
- > **Solution:** Adding The Loan Service Center for all delinquencies up to 60 days and negative shares.
- > **Results:** Delinquencies were reduced by 1% in 2 years to .75%.