 pennApps Lending Factory (PLF)  
Lending Simplified

# Collections

## Features Overview

# Is your Lending System meeting the demands of the New-age Consumer?

The lending Industry is at the cusp of a huge transformation. With digital financial services on the rise, consumer expectations are a lot to keep up with. For a bank or a financial institution, successfully managing lending systems with multiple modules including loan origination, loan management/servicing and collections, can be a very complicated endeavour with in-house legacy systems and traditional processes. Presence of multiple systems and modules raises complexities, leads to challenges and increases operational inefficiencies.

Moreover, traditional silo-based lending solutions for each the product category or line of business creates a heterogeneous application mix with varied technologies and capabilities, which often create chasms between business processes across the disparate systems. This leads to numerous hand-offs between departments or functional units resulting in-

- Higher turnaround time (TAT)
- Inconsistent information to the consumer
- Poor consumer experience
- Inability to handle complex changes due to application limitations e.g Repayment Schedules
- Workflow inefficiencies due to fragmented lending processes
- Non-compliance of norms
- Data/Process Redundancy
- Higher cost of maintainability

In the age of digital customer, with the shift to self-service channels and a new normal of 24/7 availability of service, the question confronting financial institutions is how best to transform their lending systems for delivering seamless operations and frictionless customer experiences.

## pennApps Lending Factory Lending Simplified

pennApps Lending Factory (PLF) is an integrated lending platform, encompassing the end-to-end lending lifecycle, that can future-proof your business and its operations. A future-ready, single-platform-based solution, the product leverages a unique concept of functional factories and business process driven execution engines to deliver the required modularity, flexibility and componentisation.

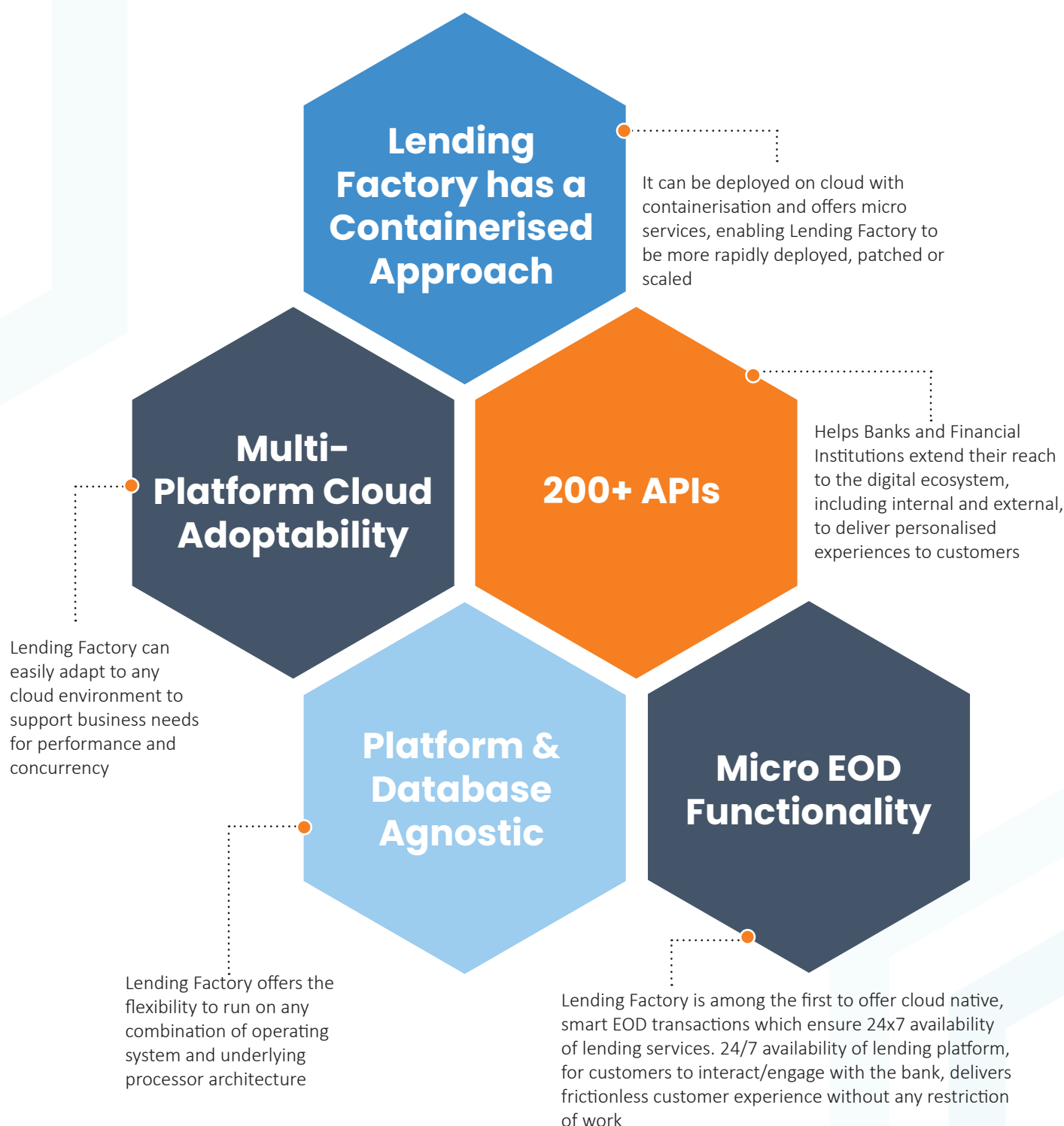
Lending Factory effectively integrates and extends the digital ecosystem by embracing diverse and dynamic needs to deliver superior customer experience from loan origination to receipt posting of collections.

With its novel concept of business process driven execution engines with multitude of functional factories, Lending Factory allows a bank/financial services company to define, deploy and manage the business processes without any dependency on vendor or internal technology teams. Business users can define processes, users, departments and products with minimal technical expertise leveraging the built in controls and history tracking capability to safely implement changes.

# Why Lending Factory?

- One Solution for all your loan product needs across business lines including Personal loans, Consumer, Auto, SME, Commercial, etc.
- Deliver superior customer experience across the loan life cycle through self-service channels, 'always on' omni-channel presence, etc.
- Drive Product Innovation with accelerated time-to-market leveraging the unique functional factories e.g Rules Factory, Solution Factory, Accounting factory & Fees & Charges Factory.
- Increase operational efficiencies by leveraging enterprise-grade workflows and best-in-class BPM capabilities.
- Adapt your operations to the dynamic needs of the business through a highly configurable lending solution with a composable architecture and technology.
- Cloud-ready technology solution, with future-proof architecture, that is agnostic to the platform, database, device and browser.

Lending Factory offers a componentised and modular solution that separates product configurations, business rules, product rules, processing rules, and accounting definitions into individual functional factories. This separation offers a high level of configurability enabling banks and financial institutions to configure the loan products as per market needs and with improved time-to-market



## Modules

Lending Factory is divided into three modules namely- Loan Origination, Management & Collections. It's suitable for banks, credit unions, Non-Banking Financial Institutions (NBFC), or any other financial institutions.

**Propel your Lending Performance with a Powerful and Innovative Solution**

# Collections

pennApps Collections Factory is a future-ready solution that not only provides a bank with visibility into their collections process and but streamlines the collections operations. The comprehensive Collections module enables the organisation to manage the entire span of the collection and recovery process with ease. The advanced user interface helps Collectors easily record various customer interactions and manage the collection life cycle effectively.

## Next-generation Collections & Recovery Solution that supports your Collection Strategy

The collection module allows organisations to define the collections strategy with a simple configuration process which forms the backbone of the overall collections module. It further enables organisations to define queues, templates for SMS & email, etc. The dashboards of the collectors and managers provide a complete overview and better control of the collection process.

The solution comes with comprehensive business and operational features that include:

### Collections Queue Management

Queue assignment for collection cases are done according to rules assigned to them during configuration. For example, if a selection rule of (overdue days greater than 30) is created, then at the time of queue assignment, records which match the criteria are grouped and assigned to the collector.

### Case Assignment and Management

Automatic case assignment is done in pennApps Collections Factory as per the mapped allocation condition and cases are assigned to suitable collectors.

### Collection Strategy Definition

Allows you to define collections strategy when an event triggers.

### Flexible queue definition

Allows lenders/ financial institutions to organise, manage and prioritise work based on different account and/or personal attributes.

### Promise to Pay Management

Suspends the collection strategy temporarily; until the promise date in pennApps Collections Factory. Collectors can record payment promises and contact details in the module depending on the collection phase. These payment promises can be followed-up by the system automatically.

### Automatic and Manual Curing

Provides a grace period for all customers to settle their outstanding balance without any direct action from the financial institution, which can be done manually or is system generated for configurability in collections. By targeting debtors with lowest risk, curing can help in reducing collection costs in early stage delinquency.

### Case Transfer/Reassignment

Offers flexibility to transfer the case from one user to another, which can also be done through manual or bulk upload. This not only helps you drive organisational flexibility in your collections operation but also save time.

## Repossession Management

Aimed at recovery of dues from debtors as the last resort, in case various other options fail. The recovery process, through repossession of security/asset, involves repossession, valuation and realisation through appropriate means for loan default.

## Contact Management

With Contact Management, information about customers, credit, accounts receivable and other important information is recorded. This helps financial institutions efficiently schedule the collections activities.

## Dunning Calendar

Constitutes the process, through which an attempt is made, through frequent notifications, to obtain credit collection. pennApps Collections Factory allows you to set up the dunning plans, as per the configured time intervals, for a delinquent user by selecting various parameters (email, phone)

## Skip tracing

Helps collectors actively locate debtors who owe money and initiates skip action to move cases to approval screen based on the hierarchy set.

## Un-allocation process based on parameters

Allocation rules parameters specify the basis, metrics, to be used during the allocation process. Likewise, there is also provision to un-allocate the cases from the user with customisable rule parameters

## Settlement and waiver process – OTS

One Time Settlement (OTS) functionality helps avail part or in full loan based on the borrower's requirements, cash flows of the business, and the value of collateral depending on Financial Institution's rules. Waiver functionality in pennApps Collections factory enables settlement through waiver approval matrix, which is also customisable.

## Transfer to Agency for Collections

Helps transfer cases to agency when the requirement arises. The collection agency then assigns agents to recover funds that are past due, or from accounts that are in default. The collection records are allocated to the respective agencies with the customer financial overdue details.

## Agency cash/instrument deposit process

Help agency to deposit the cash/instrument collected in the financial institution's branch as per a defined workflow process. Further, in the mobility solution, it also offers the functionality to capture the required documents.

## Recall notice

This allows you to pre-intimate the customer about the termination of the loan agreement or recall the loan facility due to non-payment of instalment while claiming the total outstanding amount.

## Transfer to Legal

The collections system automatically transfers a case to legal module based on the rules configured. This process can also be done manually, depending on configuration changes offering you the flexibility to manage such cases.

## Legal Module

The legal module in pennApps Collection Factory allows financial institutions to impose the required guidelines on debtors during loan recovery process and enforce legal strategies at the right time for timely recovery and follow-up (summons issue). pennApps Collection Factory offers the feature to file lawsuits for delinquency cases after completion of Days Past Due (DPD), initiate arbitration process in case of out of court resolution etc. It facilitates management and enforcement of legal activities based on latest regulatory frameworks.

## Agency Management for Ease of Use

- Merge debtor information with unlimited collection activity history, promise-to-pay history, history of changes made by collectors, and financial transaction history
- Establish easy payment arrangements with clients and schedule follow-up reviews
- Automatic re-queue and re-schedule of debtor accounts available to view account work progress

## Mobility Solution for Flexibility

- Responsive mobile payment solution that is powerful and simple to serve your clients and organisation
- Easily integrates with PCF core system, agency portal and Loan Management System (LMS) application
- Accuracy with geo tagging captures agent's location with receipt upload through app
- Collection deposit and limit replenishment mobility facility helps agencies deposit and capture required documents

# Tools

Lending Factory is bundled with numerous right-fit technology tool kits to support the objective of high configurability. These modules will provide the required technical framework for various business transactions. In addition, these modules enable customers to manage the configuration on their own with minimal dependence on the vendor

The solution accelerators further help our customers in quickly configuring the products as per the market needs, or to quickly configure the process or operational changes to adapt to the organisational changes

## Workflow Editor

Web-based inbuilt workflow editor, to define business processes, workflow editor is also combined with rules to offer complete flexibility and routing. Supports the centralised and decentralised processing through configurable options.

## Dashboards

Offer extensive reports of business transactions and administrative actions to offer better monitoring. They are available as widgets and enable the user to add the appropriate widget as per user-preference. Additionally, enhanced dashboard functionality with feature-rich graphs and charts for the senior management offers flexibility to the bank to define any new charts or graphs as per their requirements.

## Extended Fields

Defining an unlimited number of fields, for customer details and loan details, or by asset class, that cater to the needs of the business.

Lending Factory offers best-in-class application security & administration features that include:

- Active Directory Integration
- Role-based security to control access to various levels of modules, functions
- Authentication & Authorization
- Password management
- Session management with timeouts
- Comprehensive audit logs with complete logging of user actions

## Rule Builder Engine

Used for defining rules for various functional factories. Rule builder helps create rules and simulate the rules to cut-down implementation timelines. Advanced users will also be able to view the generated Java Scripts for reviewing the generated scripts.

## Health Check Monitor

Overlooks data integrity and reconciliation. For example, outputs are prone to issues, due to programming bugs, process gaps, incorrect system configurations and/or manual data patches applied over time as a temporary solution, before the permanent fixes are developed for bugs or to fill process gaps.

The corrective process includes GL recon monitoring, Data Anomaly Monitoring, checks data across various financial tables and then throws an alert for any difference in data.

## System Observability Services

System observability in Lending Factory refers to telemetry produced by services and divided into three major verticals.

Metrics provide quantitative information about processes running inside the system, including counters, gauges and histograms.

Tracing aka distributed tracing, provides insight into the full lifecycles, aka traces, of requests to the system, allowing you to pinpoint failures and performance issues and Logs provide insight into application-specific messages.



Want to transform your lending operations? Drive growth and cost savings?  
Contact us: [sales@pennanttech.com](mailto:sales@pennanttech.com) or

Find out more at: <https://www.pennanttech.com/lending-factory/>

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#### About Pennant

Pennant Technologies is an agile, innovative financial technology company that powers the lending operations of global banks and financial institutions. Its suite of future-ready lending products and solutions offers banks composable features and scalable capabilities to deliver differentiated loan origination, servicing, and collections experiences for their customers. Trusted by leading banks and financial institutions in Asia, Pennant's award-winning lending platform has managed more than 10 Million loans and facilitates 50 Million loan transactions per year.

**Pennant is a Great Place to Work® Certified Company**

