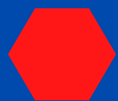


ARM Industry Survey 2022 Results



ARM Firms
Plan to
Increase Digital
Communications
and
Payments



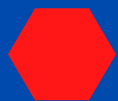
ARM Firms Plan to Increase Digital Communications and Payments

Accounts receivable management firms are accelerating their push to go digital over the next 12 months. That's the key finding of our recent pulse survey of ACA International Annual Conference attendees and other accounts receivables management executives.

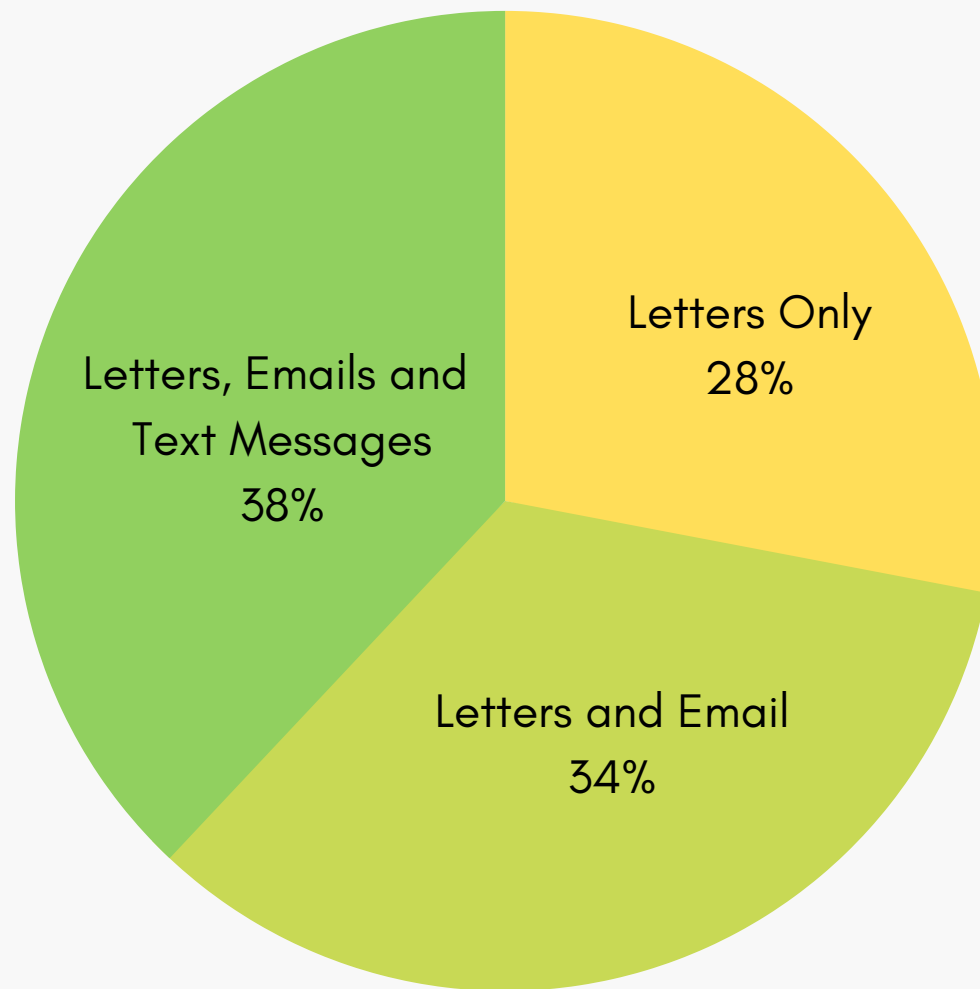
To offset regulatory constraints and decreasing effectiveness of phone calls, collectors are relying more on an omnichannel strategy for written communications to engage consumers and recover outstanding debt. While our survey shows that mailed communications remain a must-have, a large majority is emphasizing mobile and digital options.

Not only does Reg F explicitly permit electronic communications, but they reduce postage and printing costs. They also can improve cash flow and lower barriers to payment, making it easy and convenient for consumers by including links to payment portals where they can create automated payment plans.

Keep reading to find out how you compare to your ARM industry peers on key measures for effective and efficient communications and payments.



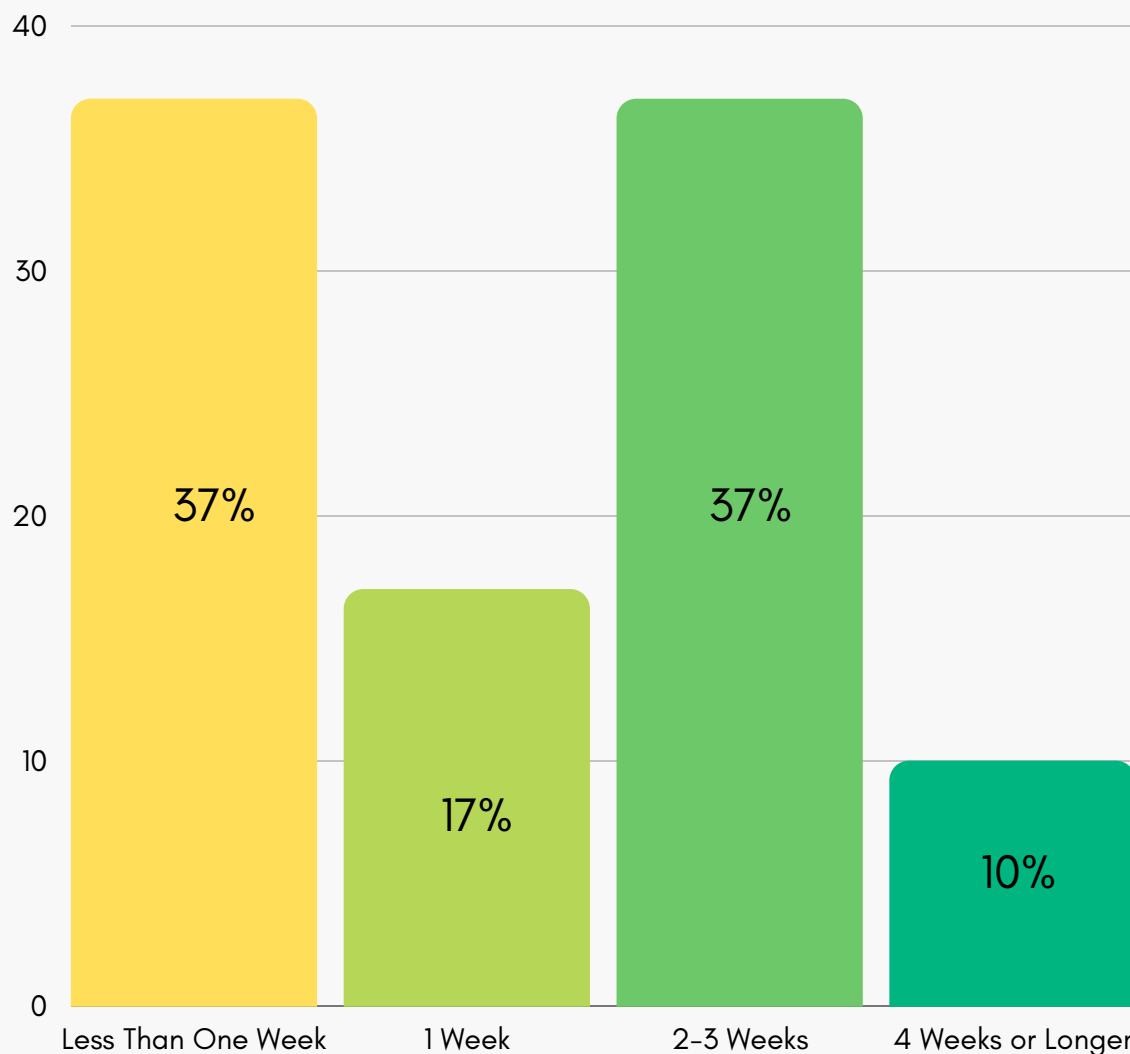
WHAT TYPES OF WRITTEN COMMUNICATIONS DO YOU SEND CONSUMERS?



The dominance of omnichannel communications is only growing, with 72% offering digital options including email and text messaging along with paper communications.



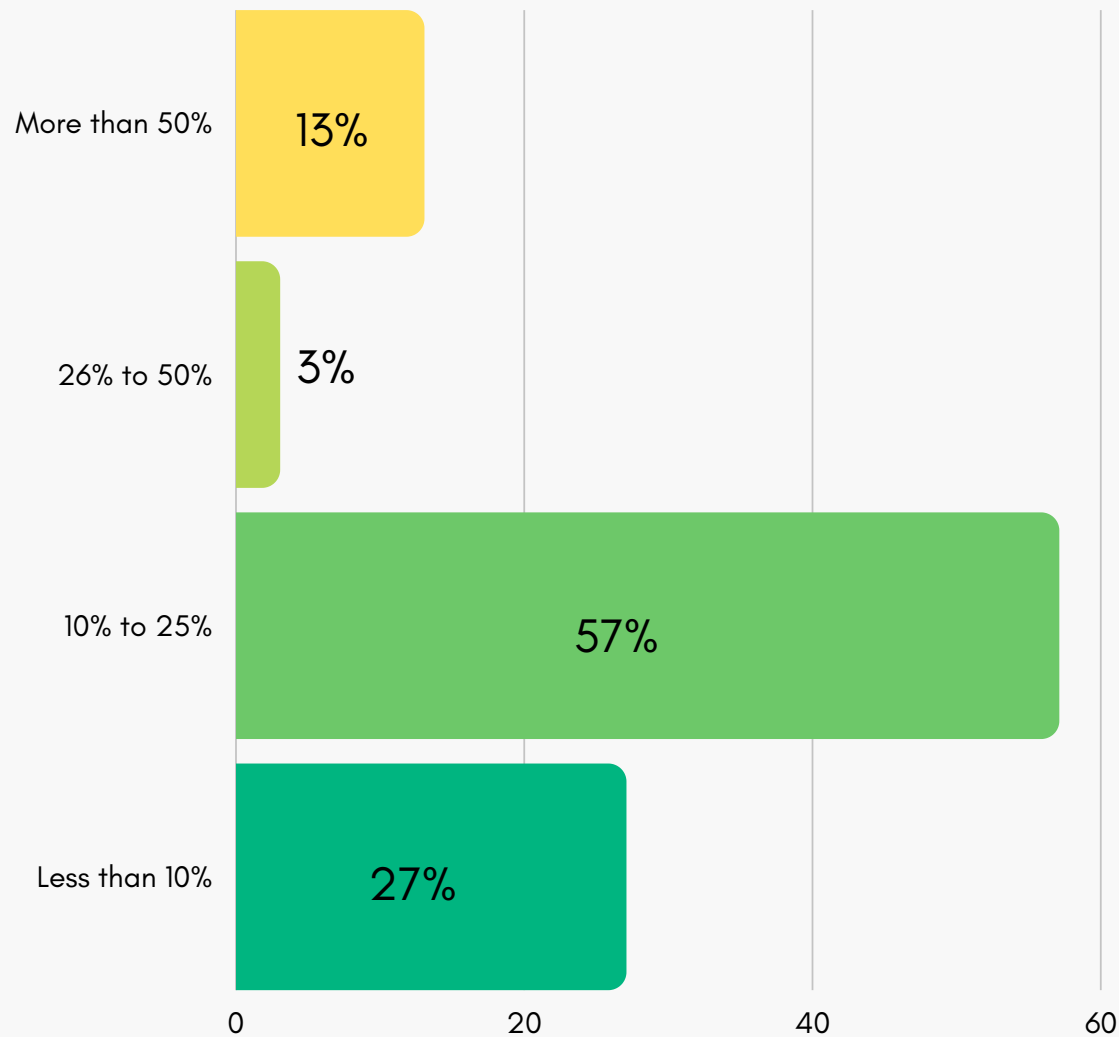
HOW LONG DOES IT TAKE TO CREATE NEW LETTERS OR MAKE CONTENT CHANGES TO AN EXISTING LETTER?



Changing regulations, consumer and client expectations, and evolving economic forces and business conditions all add up to the need for speed in adapting communications. For nearly half of respondents, however, it takes 2 to 4 weeks or longer to update communications.



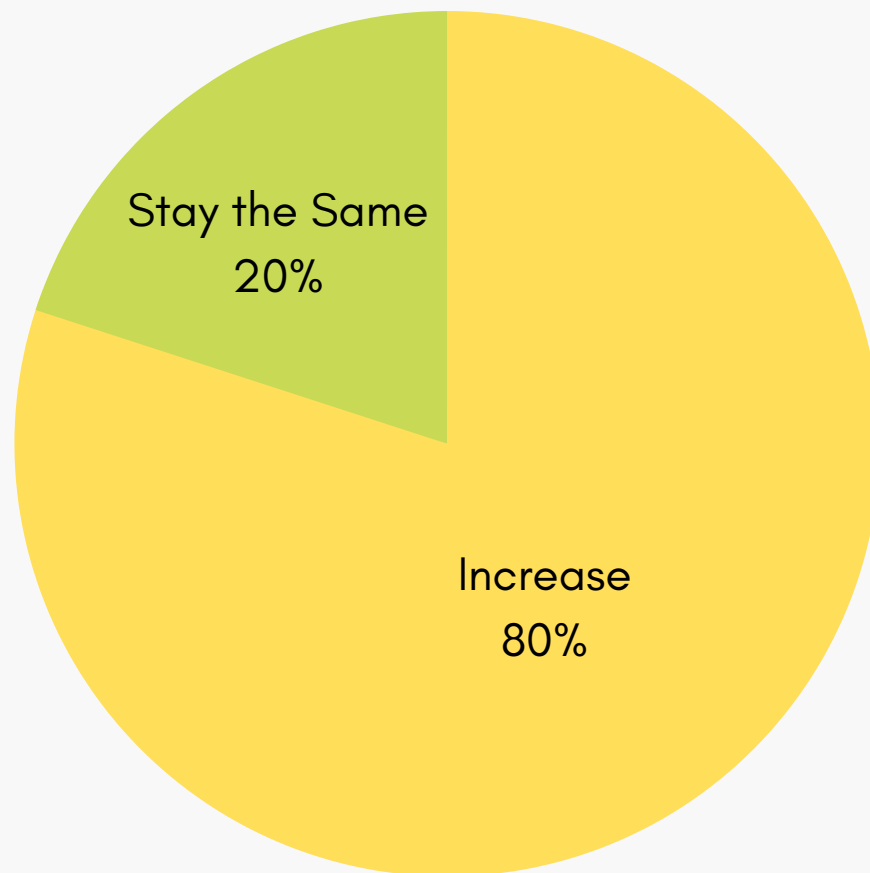
WHAT PERCENTAGE OF YOUR PAYMENTS ARE PAID THROUGH YOUR WEBSITE OR A WEBSITE HOSTED BY A THIRD PARTY?



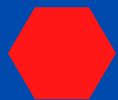
Collectors remain behind other industries in digital payments. For 84%, they receive less than 25% of all payments electronically.



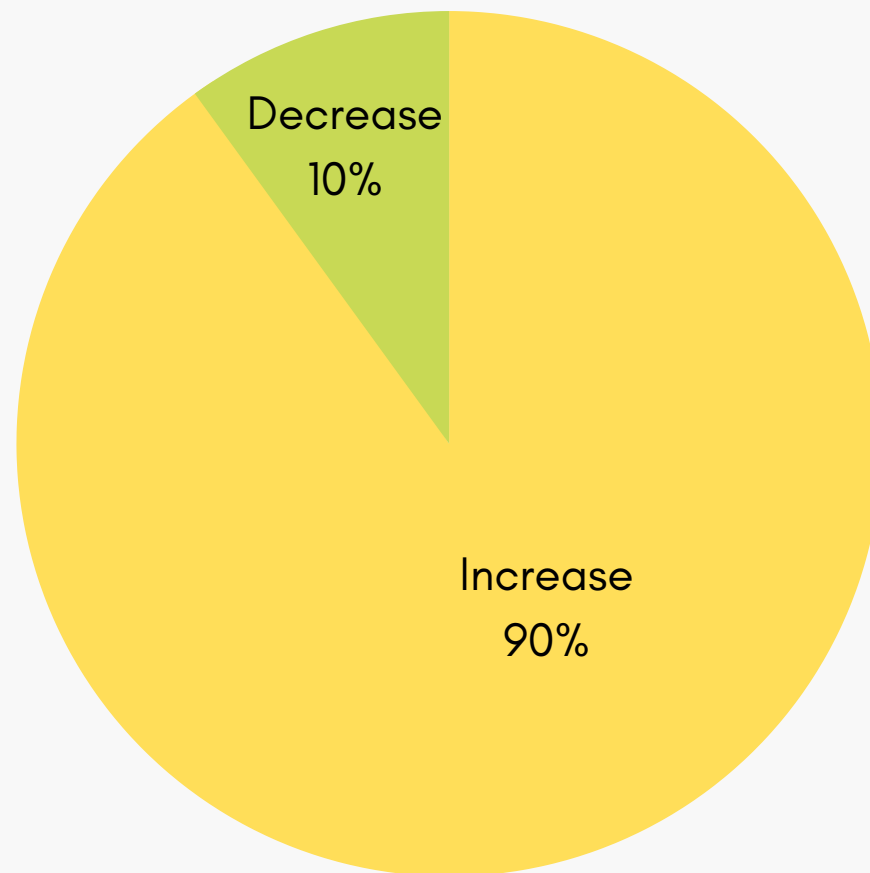
IN THE NEXT 12 MONTHS, I EXPECT THE PERCENTAGE OF ONLINE PAYMENTS TO:



The vast majority of collection firms expect to see more digital payments, which will improve cashflow while also providing convenience to consumers who pay many of their other bills online.



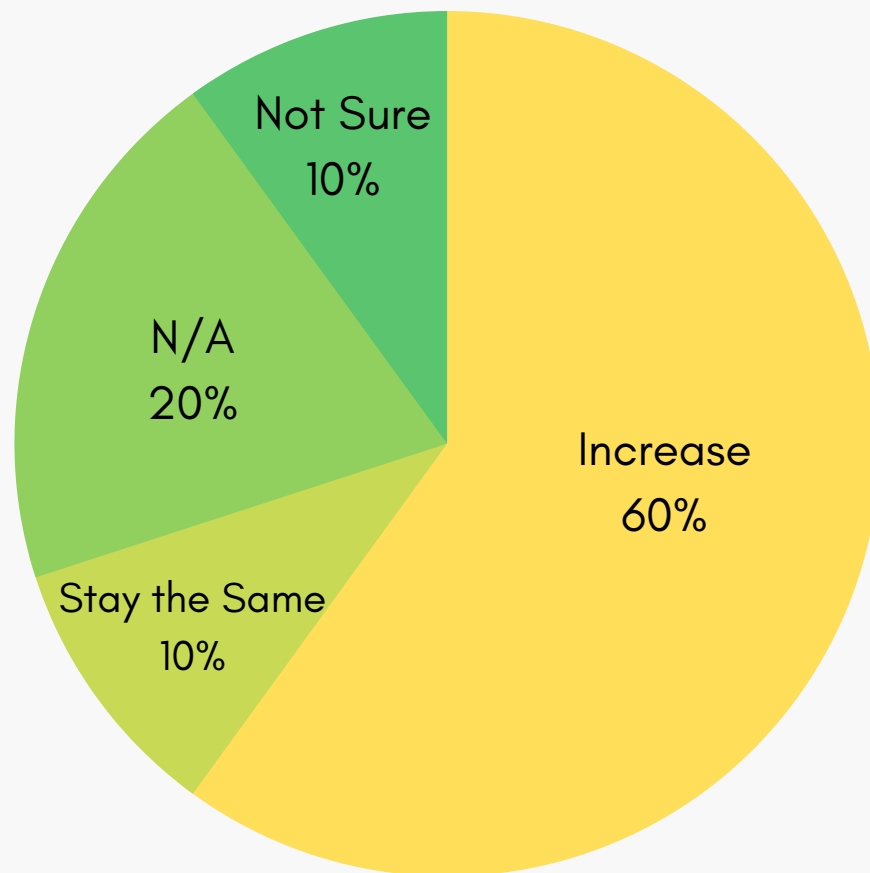
IN THE NEXT 12 MONTHS, I EXPECT THE PERCENTAGE OF **EMAIL** CONSUMER COMMUNICATIONS WILL:



Collectors are planning to take greater advantage of digital communications, now explicitly permitted under Reg F. The right technology allows firms to keep emails compliant while creating a solid trail, including open rates, archiving and reporting.



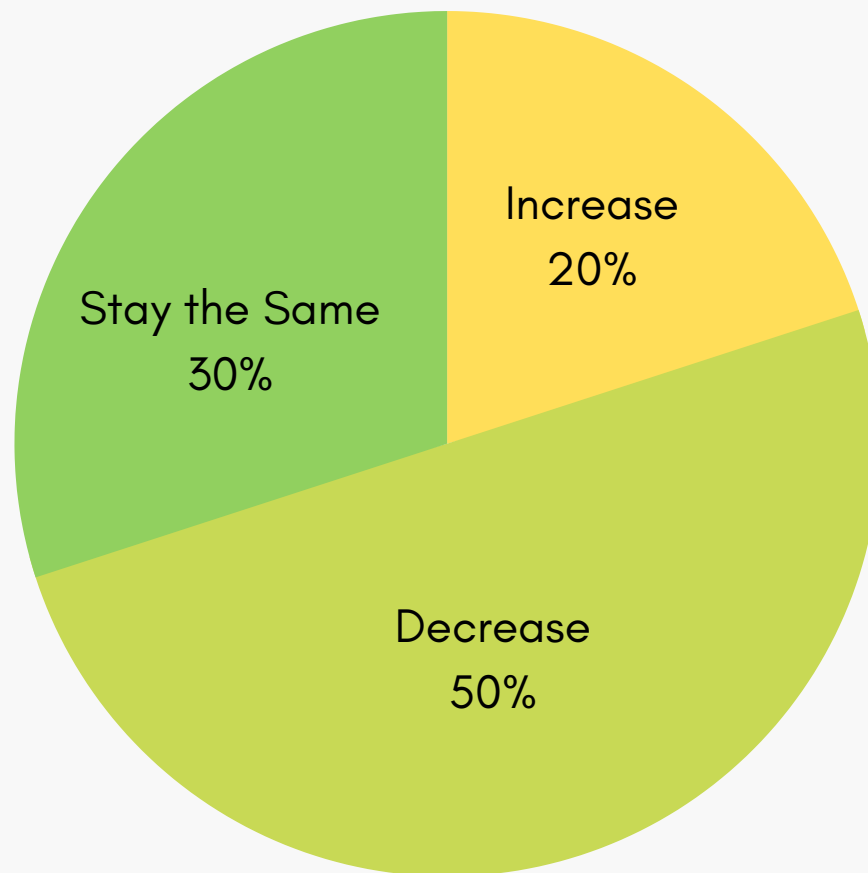
IN THE NEXT 12 MONTHS, I EXPECT THE VOLUME OF **TEXT** CONSUMER COMMUNICATIONS WILL:



Six out of 10 firms expect to increase their focus on text messaging, which is the most popular smartphone app.



IN THE NEXT 12 MONTHS, I EXPECT THE VOLUME OF **PRINT/MAIL** CONSUMER COMMUNICATIONS WILL:



Even as collection firms increase their digital focus, paper communications will remain a staple. A full 20% even see paper communications increasing, which may be in anticipation of higher volumes of delinquent debt in general during high inflation and uncertain economic times.



RANK THE FOLLOWING FACTORS IN ORDER OF IMPACT ON YOUR VOLUME OF WRITTEN COMMUNICATIONS TO CONSUMERS:

RANK

- 1** **Number of Account Referrals**
- 2** **Recovery Rate**
- 3** **Economy**
- 4** **Government Regulation**
- 5** **Litigation**

Not surprisingly, the number of accounts drives the volume of digital and paper communications, closely followed by how effective those communications are in bringing in payments. Of course, outside forces from the economy, government regulation and litigation risk also factor into communications volume.



Nordis Technologies simplifies omnichannel communications and payments for ARM firms with a single platform and end-to-end solution automating and optimizing the entire process.

Develop, update, and manage communications. Our patented Espresso™ customer communications management system makes it fast and easy to develop, review, approve, track, archive and report on paper, email and text financial communications.

- Manage each consumer's preferences for any combination of digital and paper communications.
- Make compliance updates and other changes in minutes instead of weeks.

Execute email, text and mail delivery. Unlike other CCM-only companies, Nordis Technologies integrates Espresso with secure and compliant print and electronic production and delivery.

- High-speed, dynamic color and B&W printing
- EspressoCertified®, our automated certified mail option with proof of receipt
- Automated return mail and bounced/unopened emails and texts processes
- Postage discounts with commingle/presort mailing
- Automated/intelligent inserting, inkjet and laser addressing
- Automated National Change of Address, CASS Certification and Delivery Point Validation services

Integrate payments. Espresso seamlessly integrates with payment portals, including our own secure electronic bill presentment and payments system EspressoPay®. HIPAA-compliant and certified SOC 2, SSAE 16 and PCI Level 1, EspressoPay enables:

- Branded payment portals
- Integration with interactive voice response systems and call centers
- Payment methods including ACH, debit/credit cards, ApplePay
- One-time, recurring and payment plan options

Please contact us at sales@nordistechnologies.com to learn more about how we can support your omnichannel communications and payments operations.