

CASE STUDY

TIER 1 UTILITIES CLIENT: HARDSHIP AND NON-ENGAGING ACCOUNTS



CHALLENGE

Recoveriescorp partnered with Tier 1 utilities client to reconnect with previously disengaged or hardship-flagged customers and establish sustainable payment outcomes.

WHAT WE DID

Recoveriescorp partnered with Tier 1 utilities client to reconnect with previously disengaged or hardship-flagged customers and establish sustainable payment outcomes.



Tailored customer journeys based on individual financial circumstances.



Proactive outreach supported by data-driven segmentation



Multi-channel contact strategy to improve engagement and remove barriers to payment.



Continuous improvement based on behavioural insights and conversion monitoring

FINANCIAL OUTCOMES

Metric	Result
Positive Outcome Rate	71%
Customers Who Made A Payment	27%
Kept Rate (PTP/Arrangements)	70%
Right Party Connect Rate	49%
Payment Portal Visits	61%

ROI DELIVERED

This approach created higher engagement, improved conversion outcomes and stronger repayment behaviour, driving meaningful portfolio uplift for our client.



To learn how Recoveriescorp can transform your collections, contact:
Johnny Ireland | Sales Director
0417 424 759 | johnny_ireland@recoveriescorp.com.au
www.recoveriescorp.com.au



Book a meeting with me here