

CLIENT SERVICES NEWS

MAY 2024



NEW! AI Based RFD Tracking

The deployment of the advanced Reason for Delinquency (RFD) model leverages AI LLM and offers a powerful tool for providing transparency on delinquent accounts. This sophisticated AI model analyzes customer data to identify and explain the underlying reasons for account delinquencies. By doing so, it enables more effective communication with customers, tailored intervention strategies, and improved decision-making for managing and mitigating delinquent accounts.

LEADERSHIP ANNOUNCEMENTS

We are proud to welcome **Gary Horrocks** as the Vice President of Operations. His extensive background with Wells Fargo, HSBC, and others in the financial services industry adds significant value to the organization. With a track record of success in leading teams through client demands, implementing high-impact processes, and fostering strong relationships with business unit leaders, we are confident in his ability to fuel the continued growth in the Sioux Falls based servicing business.



To optimize performance and the client experience **Alec Tilley** will be leading the Default Prevention and Recovery Collection groups. Alec has extensive financial services experience working in large Fortune 500 companies including Disney, Universal Studios, and Gateway Computer. From a functional perspective, his strategic vision and proven track record in the collections space make him the ideal candidate to take on this responsibility and drive success in these crucial areas of our business.

DEDICATED SPANISH HELPLINE

We are thrilled to announce a significant enhancement to our existing bilingual services with the implementation of our internal Spanish Language Helpline. This initiative represents a true win-win-win scenario: better service for our customers, more meaningful roles for our bilingual agents, and enhanced efficiency for our operations.

STREAMLINING COMMUNICATIONS

We have leveraged *Azure*, our cloud-based platform environment to build a new proprietary system for sending emails and texts. This technology provides greater flexibility for our campaigns and streamlines the implementation process, allowing us to deliver more effective and timely communications to consumers.



MORE ABOUT GOAL SOLUTIONS



Goal Solutions delivers comprehensive and customizable Loan Servicing, Master Servicing, SPV Administration, and Fund Administration solutions. Driven by technology, data science, and industry expertise, Goal is a strategic partner across the entire consumer lending lifecycle. Learn more about the Goal family of companies at www.goalsolutions.com.

2008

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UPCOMING HOLIDAY OBSERVANCES

- 5/27 - Memorial Day
- 7/4 - Independence Day
- 9/2 - Labor Day


CLOSED FOR
Holidays