

To

The Manager

The proprietor firm is run by the well talented and hardworking team under the leadership of Vinuraj having good experience in entire field collection/receivable viz from soft handling to recovery stages with the main business for providing of end to end financial services in the area of debt collection, recovery, customer service and good receiving managements.

## ✓ **MISSION AND VISION**

To deliver “INVALUABLE”, end to end services and solutions to the customers- both external and internal, confirming to requirements in satisfying their needs, to be guided by the values like commitment, credibility, team work and timelines towards continuous improvement in self and in corporate processes.

## ➤ **EXPERIENCE**

- We take utmost care at the time of selection and recruitment of field Executives, which help us to offer quality services without affecting the image of the company.
- We are fully aware of finance of recovery field and is confident of offering excellent support in the areas of the collection and recovery management.
- We educate our staff on the background of the customers and formulate/adopt strategies to collect the outstanding dues, depending on case-to- case basis. We shall have a co-ordinator who will be responsible for the day-to-day interaction with the principle.

Company and also for achievement of the set targets

## **REFERENCE**

- Jomet            BCM    Kotak Mahindra Prime Ltd 8907771777
- Arun            BCM    Muthoot Vehicle and Asset Finance Ltd 9961942160
- Vivek Sagar    ACM    Volkswagen Financial Services 9895031512
- Sreekumar      AM    Hdfc Bank Ltd 9847058249
- Unnikrishnan    ACM    Nissan financial Services India Pvt Ltd 9037778545

## ➤ OUR KEY PERSONS

❖ **Vinuraj V A:** Proprietor of the firm, with **19 years of experience** in the field of **Banking & Finance Department / Collections**

(Contact Number: 9895753585 )

- City Finance – Consumer & Two Wheeler loan 2 years Collection Executive (Agency basis)
- ICICI Bank – Credit Card (write off) 1 year Collection Executive ( Agency basis )
- Hdfc Bank Credit Card - 1 year Collection Executive (Agency basis)
- Ge money Credit Card, Personal loan Consumer loan and SBI Card NPA accounts Team leader 3 years ( Agency basis)
- Kotak mahindra prime Ltd, Muthoot vehicle and asset finance Ltd, Volkswagen Financial services Hdfc Bank and Nissan financial Services India Pvt Ltd 12 years Team Leader Manager (Agency basis)

With vast experience in delinquency management, analytics and customer relation of all portfolios from Secured and Unsecured Loans. Our leadership would be assisting the agency in reaching new heights with quality management and perfection

## ➤ MEANS OF PROMOTIONS USED FOR REACHING CUSTOMERS

- Providing outstanding support by well experienced tele-calling staffs.
- Conducting direct visit to Customers (Residence/Office as per availability)
- Rendering the customers with personalized and flexible solutions to clear the entire outstanding amount.
- Resolving the problematic accounts through the assistance of police authorities

## ➤ EXISTING MANPOWER

▪ Accountant	- 1
▪ Team Leaders	- 4
▪ Well experienced Field Staff	- 25
▪ Tele Callers	- 3

## ➤ **FACILITIES/ INFRASTRUCTURE**

- Five Laptop Top
- Multi Color Ink tank Printer photo stat and Scanner facility
- One High speed internet connection
- Well-structured 750 Square feet Office
- Land Phone
- Locker

## ➤ **OUR PROMISE AND AFFIRMATION**

With outmost respect to human values, we promise you to serve our customers with integrity through a variety of innovative, value for money products and services, by applying thought, day after day.

We visualize in providing complete customer satisfaction and attaining remarkable growth in the productivity of the existing system through easy to adjust, cost effective and remarkable services with robust functionality.

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