

it's **your** call



field**call** 

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Introducing Fieldcall

Fieldcall is a dedicated field visit business formed in 2007. Through its merger with PSP in 2011, Fieldcall now delivers one of the largest and strongest field resource services available to the lending sector with '**industrial strength**' compliance capabilities. With a proven track record, robust infrastructure and innovative operating platform, Fieldcall is able to meet all of your field visit requirements in a high quality, professional yet dynamic manner adding value to your contact strategies.

Protect your brand, help your customers, improve your results
- it's your call.

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What we do

- Mortgage visits
- Verification visits
- Re-connect visits
- Buy to Let visits

We are the UK's premier supplier of home visits for the financial services sector. Our focus is obtaining a result which will enable you to make the most informed judgement about the best way forward with your customer. We do this through a fully compliant team of over 170 locally based agents who utilise our state of the art, paperless case management system called AEGIS.

We offer complete coverage throughout the arrears and debt lifecycle including:

Mortgage visits

- Pre -arrears
- Vulnerable customer contact
- Early arrears
- Pre -eviction visits
- Bespoke "high profile" visits

Verification visits

- For anti fraud, trace or pre and post completion reasons

Re-connect visits

- To re-establish contact with your customer

Buy to Let visits

- Borrower visited at their correspondence address
- Tenant visited at the security address

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How we do it

At Fieldcall we have three differentiators that make us stand apart from our competitors
- **our people, our technology and our results**

Our people

Our field agents are focussed on representing you to ensure that we achieve the outcome from a home visit you want. This may be a full interview or it may be a simple re-connect visit the choice is yours.

All our agents are appropriately licensed, insured and have only been accepted onto our team after full verification checks have been carried out, and are able to make objective informed decisions about how to get what you want from your visit.

We all know that ***It's Your Call.***

Our technology

In a marketplace that demands speed, reliability and transparency Fieldcall use market leading technology to deliver a secure, fast, cost effective field visit process.

Our operating platform is the AEGIS management system that allows clients to instruct Fieldcall electronically with no need for paper files. When it comes to reporting on the visit or providing MI this is supplied electronically either directly back to the lender and/or via a third party IT platform.

In short AEGIS connects the lender direct to the field and gathers and reports on the data from our activities.

The AEGIS system has also been designed for use on smart phones and PDAs.

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Key facts about Fieldcall



- Top 3 provider of field services in the UK
- Financially secure with institutional backers
- Highly developed and fully integrated TCF programme in place across all aspects of the business
- Members of the Credit Services Association and the Association of Arrears Mediators
- OFT Licensed and DPA Registered
- Documented and FOS compliant complaints procedure
- Industrial strength - people and technology management structure ensures no single point of failure
- Lowest carbon footprint of any business in the sector.

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Fieldcall Ltd Swan Court Lamport Northamptonshire NN6 9EZ

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fieldcall.co.uk

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Our values

Professional
Trustworthy
Friendly
Knowledgeable
Objective
Ethical
Transparent

On a day to day basis we try to remain true to our values whether we are processing an instruction, undertaking a visit or dealing with a sensitive issue such as a complaint.

We understand our business, we understand the importance of maintaining the reputation of your business and we commit to being transparent and professional at all times.

We believe that the way we operate and the way we think makes us the most complete partner you will ever find.

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Client relations

A crucial element which must exist between us is trust - and in our world trust is hard earned and greatly valued. We understand the many and varied challenges that our clients face and we work with you at the outset of any contract and throughout its duration to ensure that we deliver what you want in a manner that exceeds your expectations. We work hard to ensure your teams view Fieldcall and all of our agents as a natural extension to your own business and we are completely committed to transparency at all times.



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What the customers say

To evidence our performance we seek feedback from your customers, via our "Visit Feedback Questionnaire". This tells us that:

- **94.76%** of respondents had a clearer understanding of their debt issues post visit
- **94.13%** of respondents felt the visit to be of overall benefit
- **94.30%** of respondents would recommend a "counselling" visit
- **99.16%** of respondents viewed our Field Agents as professional
- **72%** of the borrowers we see have not previously sought any form of debt advice.



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What our clients say

"The new AEGIS system at PSP Fieldcall gives us greater control and visibility. We feel we can communicate from our office directly to the field agent."

UK Mortgage lender

"Since we have adopted AEGIS we hardly ever call PSP for updates. All the information we need is visible through the system whenever we need it."

Large UK Lawyer

"The introduction of "reconnect visits" last year by Fieldcall, has plugged a gap in our arrears process. The ability to engage with our customers quickly and cost effectively has been a great benefit as our collections activity must be seen as cost neutral for our distressed borrowers."

Major UK Credit Card Customer

"We know once we have input the field visit instruction on the AEGIS system it will be allocated to field almost immediately. When it was sent in the post we did not know for days whether the instruction had been received and actioned. We have actually tracked a case since we were introduced to the new process, and were pleased to see instructions input in the morning, and with the field agent in the afternoon. We have seen a noticeable improvement, and have changed our systems to allow the field agents longer to work the case, so we can improve the prospect of meaningful customer contact."

UK Mortgage Lender

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Why choose Fieldcall?

- We have a proven reputation for reliability and quality, having provided field services for nearly 20 years
- We believe we are the most progressive and financially stable supplier in the sector
- We have full UK Coverage, with over 170 carefully selected field agents
- Investment in our IT is market leading
- We are thought leaders in respect of compliance related matters and the need to minimise reputational/regulatory risk for our clients
- We are the most environmentally friendly field agent company in the UK
- We pride ourselves in working with our clients, and devote time to understanding your business so we can anticipate and respond to your needs at all stages.

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Make it now!

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