

acima CASE STUDY

Leasing™

Challenge

As consumer preferences change so too does the world of collections. Faced with a regulatory environment that is constantly evolving, heavy reliance on human capital and declining right-party-contact rates, Acima was looking for an automated, compliant technology solution to improve collection results in a cost-effective manner.

Solution

In September 2021, Acima conducted a pilot with Remitter to evaluate how our digital communication and collection platform would impact their collection strategy. After 6 months, Acima experienced a 64% reduction in outbound calls while maintaining the same rate of collections. As a result, they were able to redeploy 29% of their early-stage collection agents to activities associated with customer retention and acquisition. Following the pilot, Acima expanded the use case with Remitter.

Key Results

64%

**Reduction in
outbound calls**

29%

**Redeployed
Agents**



“When we initially engaged Remitter, we were impressed by their platform. The challenge, however, was determining the best way to integrate their platform into our bespoke techstack. We were impressed by their team’s ability to tackle this challenge and quickly integrate their solution with minimal involvement from our team. Remitter brings extensive experience in collections and technology, and they remain an integral part of our collections strategy.”

Josue Carvajal, Sr. Director Of Operations & Analytics, Acima