



A data verification company.



Warm transfer client engagement.

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Accutrac, Inc. | 33 West 10th Street, Anderson, IN 46016



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Verify + Connect

With Verify, Accutrac finds and verifies accurate contact information. With Connect, verified consumers are transferred directly to your agents, so they can spend their time talking to the right person.

PRODUCT IMPACT

Accutrac's Verified solutions are built for teams who need high degree of data accuracy for compliant outreach.

PRODUCT

Intelligence + Contact

PRODUCT COMPLIANCES

Standards of Consumer Financial Protection Bureau (CFPB)

Telephone Consumer Protection Act (TCPA)

Fair Debt Collection Practices Act (FDCPA)

The problem.

Our client is a group of collections attorneys focused on recovering high amounts of consumer debt. By this point in the process, many consumers may have already avoided earlier collection attempts and may be reluctant to engage. Further, traditional data providers held conflicting information, and it was unclear which contact information was right for each consumer.

The client needed a way to identify the right person and move into a payment-plan discussion without creating more friction, while still operating within FDCPA compliance requirements.

The solution.

Accutrac proposed combining our Verify and Connect products. This would resolve the issue of incorrect data that was plaguing the law firm, while enabling their limited staff to focus solely on speaking with the right party.

Further, as consumers were willingly transferred, the process creates a more conversational introduction to the repayment discussion. This would make it easier for the client to move into payment-plan conversations.



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RESULTS

Results + overview stats.

Warm Transfer improved verified outreach, increased successful handoffs, and generated meaningful return for the client.

\$1.02 million

Client return figure

Conservative return figure tied to the engagement.

270.81%

Annualized ROI

Annualized over a conservative two-year collection window.

2024

Consistent performance

These results were achieved consistently throughout the year.

RETURN ON INVESTMENT

1275%

For every \$1 spent on Accutrac's services, the client collected an estimated \$12.75 in additional revenue.

Monthly billing was \$80,000, while the client estimated at least \$1.1 million in collections from transferred accounts.

ACCOUNTS VERIFIED

33%

We first verified an estimated 33% of listed accounts before measuring transfer performance.

WARM TRANSFERS COMPLETED

60-70%

Warm Transfer converted an average of 60-70% of verified hits into live conversations.

VERIFIED TRANSFER RATE

22%

That produced an average verified transfer rate of 22% across all listed accounts.



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WHAT WE DID

Analyzed, verified, and transferred.

1

Analyze the file

Accutrac received a list of desired consumer contacts and analyzed it using our proprietary intelligence framework.

2

Verify the data

We directly contact the consumer and verify that we have the correct information through compliant identity questions.

3

Transfer the consumer

Once verified, we connect the consumer directly to the client's agents so payment-plan discussions can begin more smoothly.

FINAL ASSESSMENT

Warm Transfer helped the client reach more of the right people and turn those connections into stronger collection outcomes.

The process reduced friction at the moment of handoff, supported compliance, and created a more productive path into repayment conversations than a cold transfer.

\$1.1 million

Estimated collections from transferred accounts

2 years

Conservative timing window used for annualized ROI estimates