

Boost Your Collections Results with a Proven 10x ROI

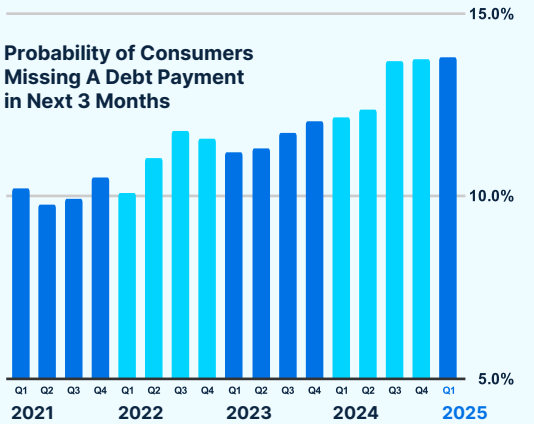


Symend is a next-gen engagement platform transforming enterprise collections with the power of AI & Behavioral Science.

It's Time to Rethink Your Legacy Collections Approach

Traditional collections strategies come with high costs and plunging performance due to economic volatility and overwhelmed consumers.

Improving collection results as delinquency rates surge requires a shift — and a deep understanding of customer behavior.



Survey of Consumer Expectations © 2013-2025 Federal Reserve Bank of New York

By blending the power of AI with over 5M+ behavioral-science based data points, **Symend delivers hyper-personalized engagement that breaks through the noise, delivering results in weeks, not months.**

Before Symend

Sarah,

This is a reminder to pay the overdue amount of 123.12 on your Horizon account.

Please call us at 1-866-855-5555 so that we can work with you for a solution.

CUSTOMER SUCCESS STORY

Proven ROI with Symend

+8%
Improvement in
Cure & Roll Rates

\$25M
Churn Savings

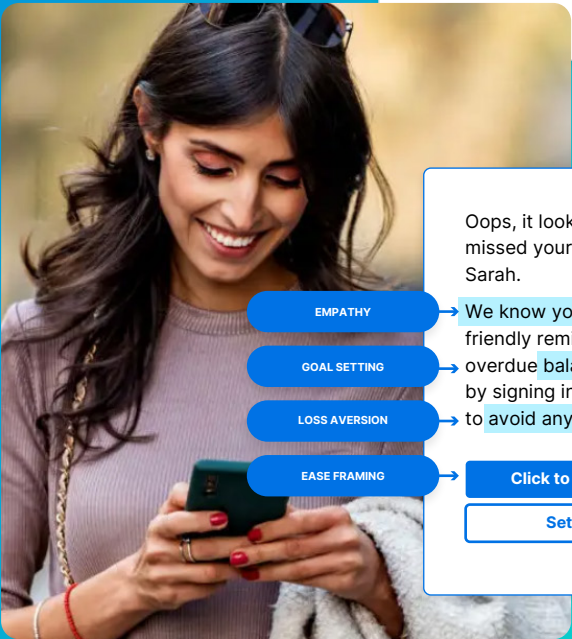
\$500K
Operational Savings

Use Case
Core Subscriber Base

5M+
Customers

10x
Total ROI

**Get Your Custom
ROI Report Today!**



After Symend

Oops, it looks like you may have missed your latest Horizon payment, Sarah.

EMPATHY → We know you're busy, so this is a friendly reminder to please pay your overdue balance of \$123.12 today by signing into your MyHorizon account to avoid any accidental late fees.

GOAL SETTING →

LOSS AVERSION →

EASE FRAMING → [Click to Make a Payment](#)

[Setup Auto Pay](#)

Enterprise Debt Collection Software

Symend delivers 10x ROI while increasing your recovery rates, reducing OpEx & strengthening your customer relationships.

Rapidly Driving ROI for North America's Leading Telecom & Financial Institutions

85%

Average Reduction in Agent Interactions

50%

Average Reduction in Total OpEx Costs



CUSTOMER SUCCESS STORY

Using Symend, TELUS increased digital interactions with past-due customers by **220% in under four months.**

HOW IT WORKS

Symend predicts your customers' behavior based on our Delinquency Archetypes & **generates AI-optimized, hyper-personalized engagement journeys.**

The entire process is informed by behavioral science & supported with white-glove professional services from our expert team.



1 Ingest & Normalize Data

We unify your data for consistent analytics, engagement & reporting.

2 Score & Segment Customers

We generate scores which drive segmentation based on likelihood to repay, relapse, or respond.

5 Continuous Optimization & Reporting

Real-time engagement data drives AI Insights which continuously refine segmentation & journeys, iterating over time to drive value year over year.

Live reporting provides transparency & facilitates governance.

4 Generate Engagement Journeys

We deploy personalized & dynamic engagement journeys which integrate behavioral science tactics.

3 Assign Delinquency Archetypes

We assign psychological archetypes, informed by behavioral science, which guide tone, timing, & channels.

Get Your Custom ROI Report Today

Symend has cured +200M delinquency episodes. Our team will provide a custom report on how we can improve your cure rates, LTV & reduce OpEx costs today.

SYMEND 

symend.com