

defi BPO

LEASE MATURITY MANAGEMENT

Make Lease Maturity Management Easy with
defi LEASE MATURITY MANAGEMENT



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Improve Retention, Lower Your Churn Rate

Keep your existing lessees on the books. It's essential to growing your business.

Oftentimes, lessees don't remember what they signed up for two or three years earlier. Yet, based on that earlier decision, they have to decide what they'll do at the end of their lease: will they return their vehicle, extend their lease, begin a new lease, or purchase the vehicle?

Providing lessees the guidance they need can take precious resources away from bringing in new business...unless you outsource with a service provider that has experience managing large volumes of end-of-term leases.

defi has proven retention strategies that build lessee trust and revolve around nurturing relationships and educating lessees.

Educate Your Lessees

Lessees are the lifeblood of your business. They need nurturing. With defi LEASE MATURITY MANAGEMENT, your lessees will be educated well ahead of the time they need to make a decision on the end-of-lease term options available to them.

By clearly explaining their obligations as to vehicle wear and tear and excessive mileage, defi helps you avoid aggravating your lessees and losing their future business as there are no unexpected surprises when the final bill arrives. And, defi promptly sends final billing statements to your lessees, ensuring they aren't hit unexpectedly by fees and payments for a vehicle that they're no longer driving.

A healthy partnership with defi LEASE MATURITY MANAGEMENT can help keep your lessees happy.

Benefits to Your Business:

- Lessee satisfaction
- Lessee retention, lower churn

Multi-language support

defi eliminates communication barriers with multi-language support. defi will source native, fluent Spanish, Portuguese, Korean, French, and speakers of other languages you need to ensure an unparalleled support experience for all of your lessees.

- Quicker collection of post-maturity liability dollars
- Ability to focus on new business
- White-labeled services designed for your lessees and your business

defi LEASE MATURITY MANAGEMENT Features

Portfolio analysis – We analyze your portfolio and build outreach campaigns formulated around the leasing lifecycle, delivering loyalty programs that help boost retention.

End-of-term campaign management – Our tenured leasing staff guides your lessees through white-labeled inbound and outbound call handling to help lessees navigate the end of their lease.

Inspection management – Multiple partner integrations allow for configurable vendor assignments based upon account status.

Vehicle grounding – Automated grounding integrations capture key vehicle information like location, mileage as well as other important asset details are available for you.

Liability management – Automated assessments are completed according to state regulations and post-maturity liability dollars are collected in a timely manner (currently nearly 80% within 60 days).

Collateral valuation & pricing – Guidebook integrations allow for sophisticated pricing at the trim level with options.

About defi SOLUTIONS

defi SOLUTIONS partners with captives, banks, credit unions, and finance companies of all types and sizes to help lenders transform their operations. The company's comprehensive suite of end-to-end originations, servicing, and analytics solutions, together with technology-enabled processing services, are flexible, configurable, and scalable to address the ever-evolving needs of lenders and borrowers.



Connect With Us

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