



March, 2024

# Recoveriescorp Insights



Commercial in Confidence

# Acknowledgement of Country

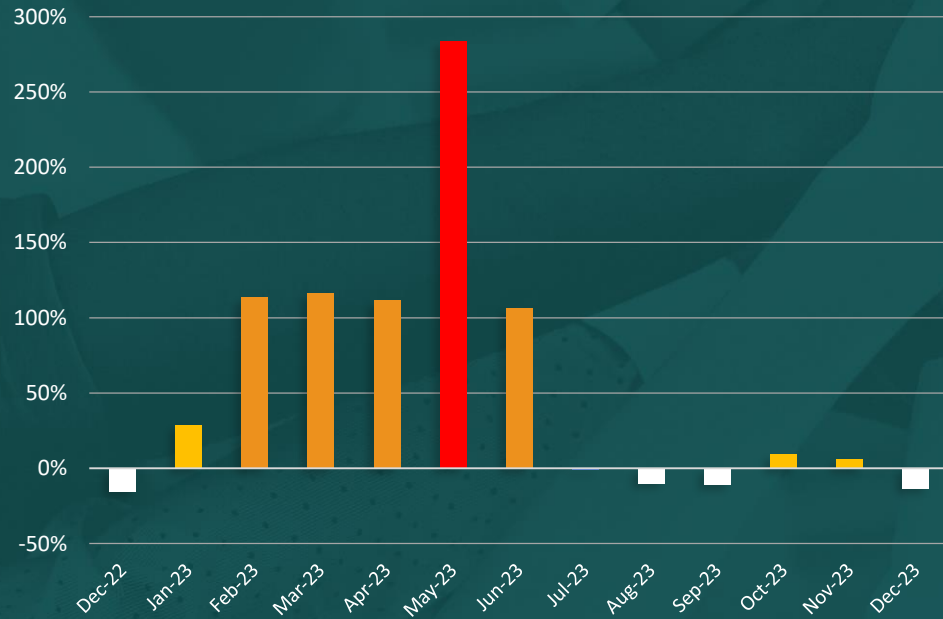
In the spirit of reconciliation, recoveriescorp acknowledges the Traditional Custodians of Country, throughout Australia and their connections to land, sea and community.

**We pay our respect to their Elders past, present and emerging,  
and extend that respect to all Aboriginal and Torres Strait  
Islander peoples today.**



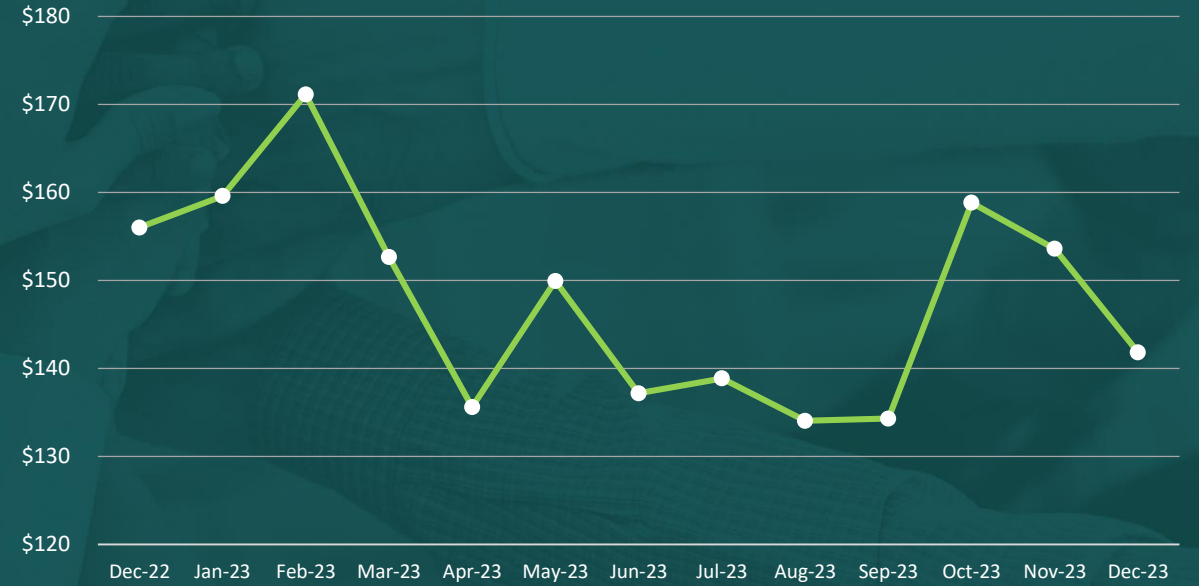
# What are we seeing?

recoveriescorp Hardship Applications Dec 2022 – Dec 2023



Figures indexed against November 2022 data.

recoveriescorp Average Instalment Amount (All industries) Dec 2022 – Dec 2023



## Hardship Application Outcomes Oct 2022 – Dec 2023

**Long Term  
Arrangements:**

**96%**

Based on a 14-month average.

**All other moratoriums,  
debt waivers, and  
short-term arrangements:**

**4%**

Based on a 14-month average.

## Hardship Application Reasons for Refusal Oct 2022 – Dec 2023

**Information  
not provided:**

**98%**

based on a 14-month average.

**Customer failed to  
retain contact:**

**1.6%**

based on a 14-month average.

**Refused based on  
information provided:**

**0.4%**

based on a 14-month average.



## Insights and Initiatives



Elevated training for all levels of recoveriescorp's people



Daidirri – Deep listening with industry, community experts & customers



Forging strong partnerships with our client partners & community enterprise



Cross sector collaboration through regular 1-on-1 engagement & SSRs



Developed recruitment strategy with a focus on hiring ideal candidates



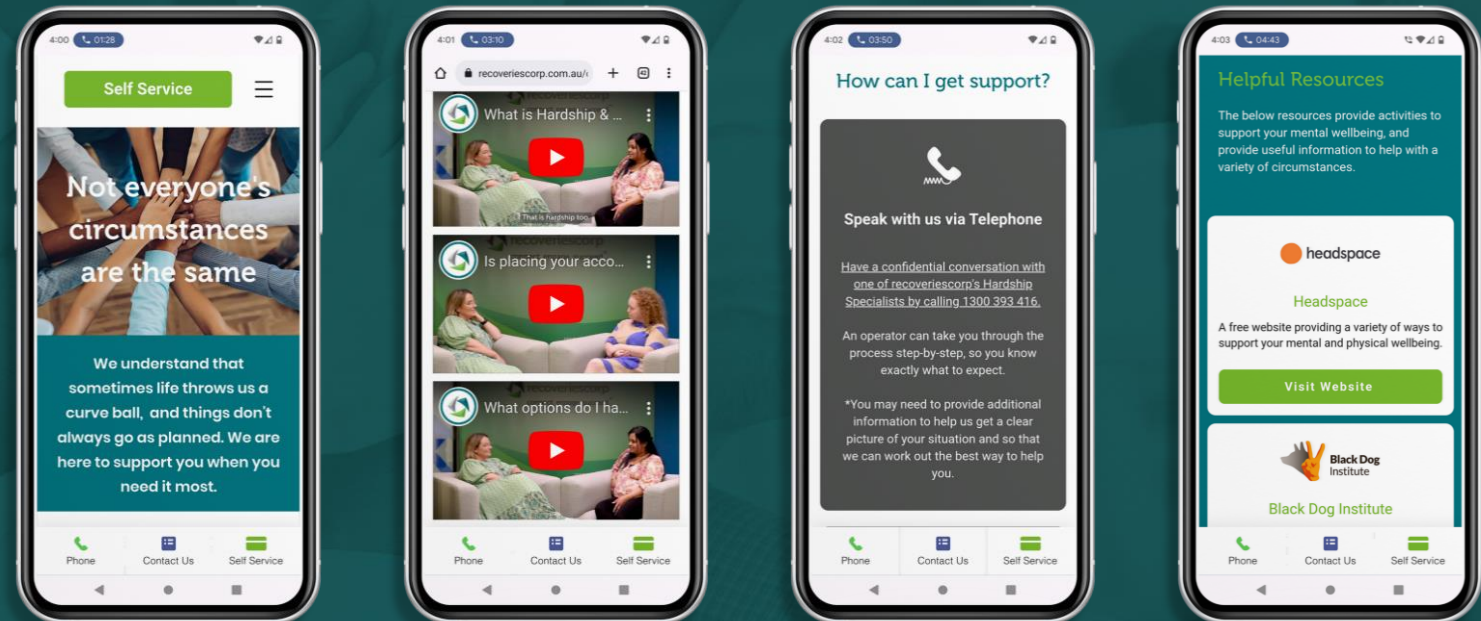
Ripping up the script: A more genuine approach

# Recoveriescorp Online Customer Options Hub

Our Customer Options Hub, an online space where customers who are experiencing hardship can seek assistance and access resources, has recently been updated to assist in ease of use, digestibility of information, clarity and better support for customers with low literacy levels with the introduction of explainer videos.

Some of the features of our Customer Options Hub include:

- Quick Contact Links
- Financial Counselling Information
- Online Hardship Application Form
- Our Vulnerable Customer Policy
- Access to our RAP
- Directory of helpful online resources
- Directory of support services
- Discretionary quick-exit button



As the third-most visited page on our client-facing website, our Customer Options Hub's mobile user experience has also been optimized to facilitate for the majority of our users, as 81.54% of all customers accessing the Customer Options Hub are currently accessing it from a mobile device (Jan, 2024).

# THANK YOU.

*Contact Hannah for more information.*

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