

it's **your** call



claven 
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Introducing Claven

Claven is an amalgamation of Fieldcall, DMS and PSP to create the UK's leading field visit services Group. With a proven track record, robust infrastructure and innovative operating platform, Claven is the UK's leading supplier to organisations who care about the service they receive, the service their customers experience and want to ensure that their brand is enhanced and protected.

Protect your brand, help your customers, improve your results
- it's your call.

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What we do

Insurance Sector
Financial Services
Debt Collection

We are the UK's premier supplier of home visits for blue chip customer facing organisations. Our focus is obtaining a result which will enable you to make the most informed judgement about the best way forward with your customer. We do this through a fully compliant team of Field Agents who utilise our state of the art paperless case management system called Aegis. Our companies are, where appropriate, fully authorised by the Financial Conduct Authority.

The services we provide through our UK wide network of approved and security checked field agents are:

Insurance Sector

IT led claims assessment and review provided through our subsidiary The Property Service Partnership Ltd.

Financial Services

Vulnerable customer, arrears and general information gathering visits provided through our subsidiaries Fieldcall Ltd and Debt Management Services Ltd both of which are authorised by the Financial Conduct Authority.

Debt Collection

Consumer debt recovery provided through Capital Recoveries (a trading name of Debt Management Services Ltd).

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How we do it

At Claven we have three differentiators that make us stand apart from our competitors - **our people, our technology and our results**

Our people

Our Field Agents are focussed on representing you to ensure that we achieve the outcome from a home visit you want. This may be a full interview or it may be a simple re-connect visit the choice is yours.

All our agents are appropriately licensed, insured and have only been accepted onto our team after full verification checks have been carried out, and are able to make objective informed decisions about how to get what you want from your visit.

Our "back-office team" is here to ensure that we deliver on our promises and that we operate in a compliant manner that reflects our clients expectations and brand.

We all know that ***It's Your Call.***

Our technology

Our clients demand speed, reliability and transparency. We use market leading technology to deliver a secure, fast, cost effective field visit process.

Our operating platform is the AEGIS management system that allows clients to instruct us electronically with no need for paper files. When it comes to reporting on the visit or providing MI this is supplied electronically either directly back to the lender and/or via a third party IT platform.

In short AEGIS connects the client direct to our services and gathers and reports on the data from our activities.

The AEGIS system has also been designed for use on hand held devices.

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Key facts about Claven



Compliant

- Financial Conduct Authority authorised where required, ICO registered and our Debt Collection business is a member of the CSA.
- Highly developed and fully integrated Conduct Risk and TCF programmes in place across all aspects of the business.
- Documented and FOS compliant complaint procedure.

Dependable

- Financially secure with institutional backers.
- Industrial strength - people and technology management structure ensures no single point of failure.

Green

- Lowest carbon footprint of any business in the sector.

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Our values

We understand that our role is to represent our clients in a professional way whilst providing unrivalled levels of service to their customers. We believe all good relationships work through good communication and we aim to ensure that communication between our clients and their customers is restored or enhanced.

We are acutely aware that every member of our network is a representative of both us and our clients. This is why we have in place the most stringent engagement and retention processes for each of our field agents and our Head Office team members.

We insist they hold true to our values of being:

- Fair
- Flexible
- Customer Focussed
- Professional
- Personable
- Non - judgmental
- Ethical

Protect **your** brand, help **your** customers, improve **your** results - it's **your** call.

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Client relations

A crucial element which must exist between us is trust - and in our world trust is hard earned and greatly valued. We understand the many and varied challenges that our clients face and we work with you at the outset of any contract and throughout its duration to ensure that we deliver what you want in a manner that exceeds your expectations. We work hard to ensure your teams view Claven and all of our representatives as a natural extension to your own business and we are completely committed to transparency at all times.



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What the vip's say

To evidence our performance we seek feedback from your customers, via our "Visit Feedback Questionnaire". This tells us that:

- **90%** of respondents had a clearer understanding of their debt issues post visit
- **90%** of respondents felt the visit to be of overall benefit
- **90%** of respondents would recommend a "field" visit
- **98%** of respondents viewed our field agents as professional in appearance
- **70%** of the borrowers we see have not previously sought any form of debt advice.



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What our clients say

"The new AEGIS system at Claven gives us greater control and visibility. We feel we can communicate from our office directly to the field agent."

UK Mortgage Lender

"Since we have adopted AEGIS we hardly ever call Claven for updates. All the information we need is visible through the system whenever we need it."

Large UK Lawyer

"The introduction of "reconnect visits" last year by Claven, has plugged a gap in our arrears process. The ability to engage with our customers quickly and cost effectively has been a great benefit as our collections activity must be seen as cost neutral for our distressed borrowers."

Major UK Credit Card Customer

"We know once we have input the field visit instruction on the AEGIS system it will be allocated to field almost immediately. When it was sent in the post we did not know for days whether the instruction had been received and actioned. We have actually tracked a case since we were

introduced to the new process, and were pleased to see instructions input in the morning, and with the field agent in the afternoon. We have seen a noticeable improvement, and have changed our systems to allow the field agents longer to work the case, so we can improve the prospect of meaningful customer contact."

UK Mortgage Lender

"We were introduced to Claven (PSP) in our quest to create a crowdsourced service, to support insurers with their digital claims strategies. While insurers liked the concept of a crowd - which offers variable costs and a speedy response to claims - they needed to be reassured that the agent visiting the customer was vetted, from a reputable company, using robust technology. We worked together on a two-year proof of concept for insurers, which proved a great success; saving our insurer clients a multi-million pound sum per annum. Our relationship continues to be as strong as ever today and is a true partnership, as we continually support one another to develop our respective areas of expertise."

Insurance Industry Client

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Why choose Claven?

- We have a proven reputation for reliability and quality, having provided field services for over 25 years
- We believe we are the most progressive and financially stable supplier in the sector
- Our carefully selected agents cover the whole of the UK
- Investment in our IT is market leading
- We are thought leaders in respect of compliance related matters and the need to minimise reputational / regulatory risk for our clients
- We are the most environmentally friendly field visit company in the UK
- We pride ourselves in working with our clients, and devote time to understanding your business so we can anticipate and respond to your needs at all stages.

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Make it now!

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