



## DEBT COLLECTION



### 1 THE NEED

A debt collection company needs to collect outstanding arrears on behalf of a third party.



### 2 PAYMENT AGREEMENT

A consumer signs a payment arrangement agreement with a debt collection company who in turn will be collecting on behalf of a third party. The debt collection company makes use of NuPay DebiCheck.



### 3 CONTRACT INITIATION

The new contract information is sent to NuPay to process in the DebiCheck payment system.



### 4 MANDATE REQUEST

Thabo's bank receives a request to contact him and request an authentication of the transaction.



### 5 CONSUMER REQUEST

Thabo receives a message from his bank to electronically confirm the debit order information.

**TT1:** This could be electronically confirmed via USSD, ATM, ONLINE INTERNET BANKING, PHONE BANKING APP etc.

**TT2:** This could be electronically confirmed via USSD, ATM, ONLINE INTERNET BANKING, PHONE BANKING APP etc.



### 10 DEBIT ORDER CHECKING

Thabo's bank checks against the confirmed debit order information before processing the debit order to his account.



### 9 DEBIT ORDER SUBMISSION

On a monthly basis the debit order is submitted to Thabo's bank by NuPay on behalf of the credit provider.



### 8 DEBIT ORDER CONFIRMATION

Thabo and the credit provider now have a valid and confirmed debit order agreement.



### 7 MANDATE CREATION

The mandate is created on Thabo's account after Thabo has approved the transaction.



### 6 CONSUMER CONFIRMATION

Thabo electronically (TT1 or TT2) confirms the debit order information with his bank.

**\*\*only one request to electronically confirm all the installments within the loan agreement\*\***