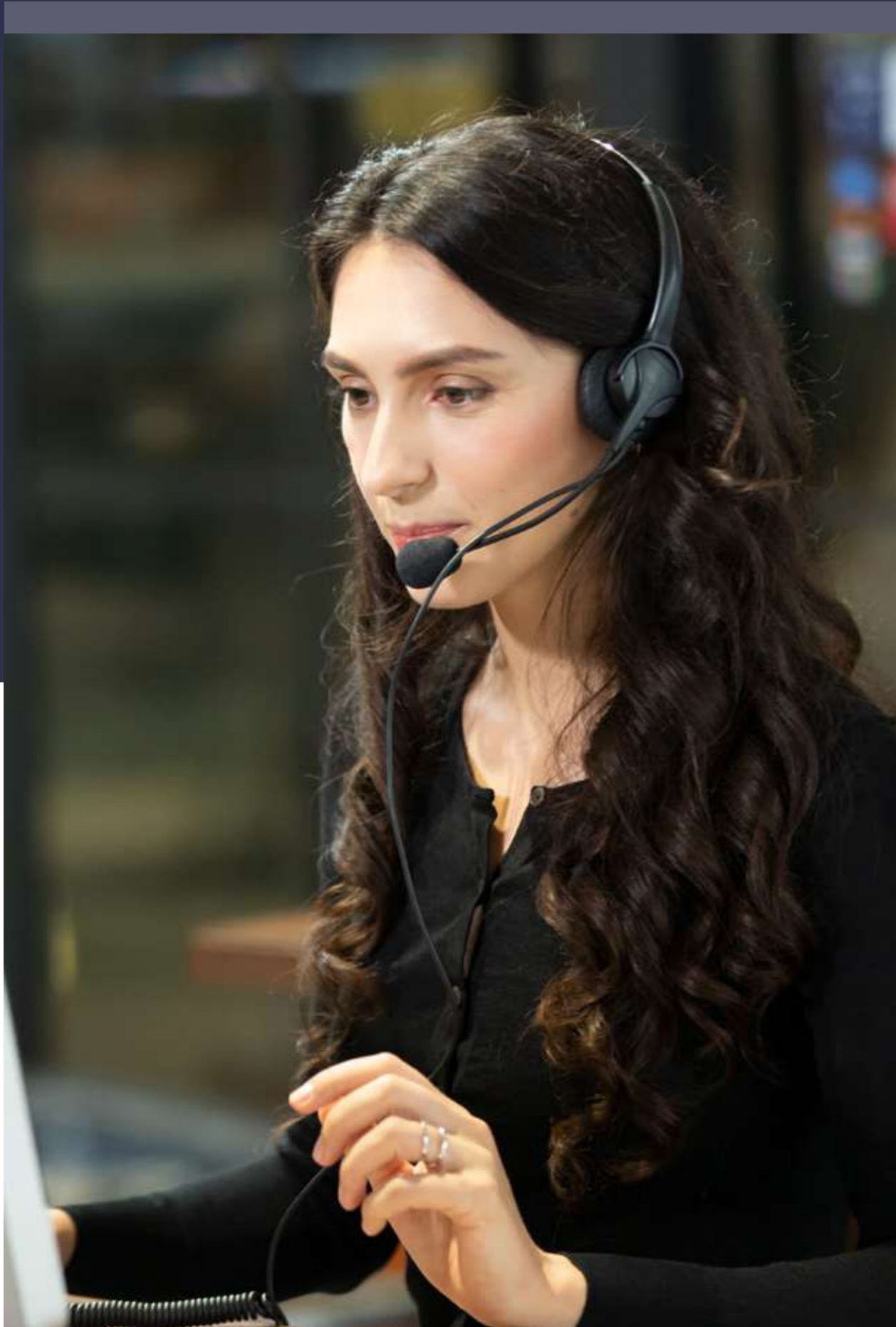




COMPANY PROFILE





Connecting with your clients for better solutions

AJ Solutions is active in debt collection, debt recovery, and related services. We currently serve Kerala, Tamil Nadu, Karnataka, Andhra Pradesh, and Telangana. We provide affordable, efficient, and ethical debt collection services to businesses of all sizes. We work to remove obstacles between our clients' businesses and the money they owe by recovering outstanding debts. Our professional debt collection approach outperforms traditional strong-arm debt collection tactics. We understand that debt collection is part of a long-term relationship between the client and the debtor. When a client releases an account for collection, they also release their brand. Conscious of this, we protect one of our client's most valuable assets, their brand equity. We understand the importance of client privacy and data security, which is why we keep all data provided to us confidential and offer to sign a Non-Disclosure Agreement if requested. AJ Solutions embodies our core values and reinforces our commitment to the highest levels of business ethics.

Our Mission

Increasing customer acquisition costs, consumer demands, debt burdens, and the need for effective customer retention are constant challenges for any business. We believe in long-term strategic partnerships. We have the experience and expertise to help our clients recover outstanding debts in the most efficient manner possible, allowing them to focus on core business processes and transforming their businesses.

Our objectives are as follows:

- To collect the debt in the shortest possible time;
- To be recognised by our clients as the agency of choice in terms of performance and results.
- Establish strong relationships with key organisations in specific market segments.
- To be an extension of our client's overall business approach as well as an exclusive Debt Solutions partner.



Debt collection is our specialty, and we have the experience and energy to get it done on time. There are numerous well-equipped office spaces in Kerala where we can manage and carry out all of our collection activities. All of our products and services come with no risk to our customers.

Our Facility

We have well-furnished and equipped 10000 square foot offices all over India. Across all states, we have a well-trained and experienced team of people working for us.

Manpower

- Leadership- 25 Nos
- Tele callers – +100 Nos
- Filed staffs- +100 Nos



Our Services

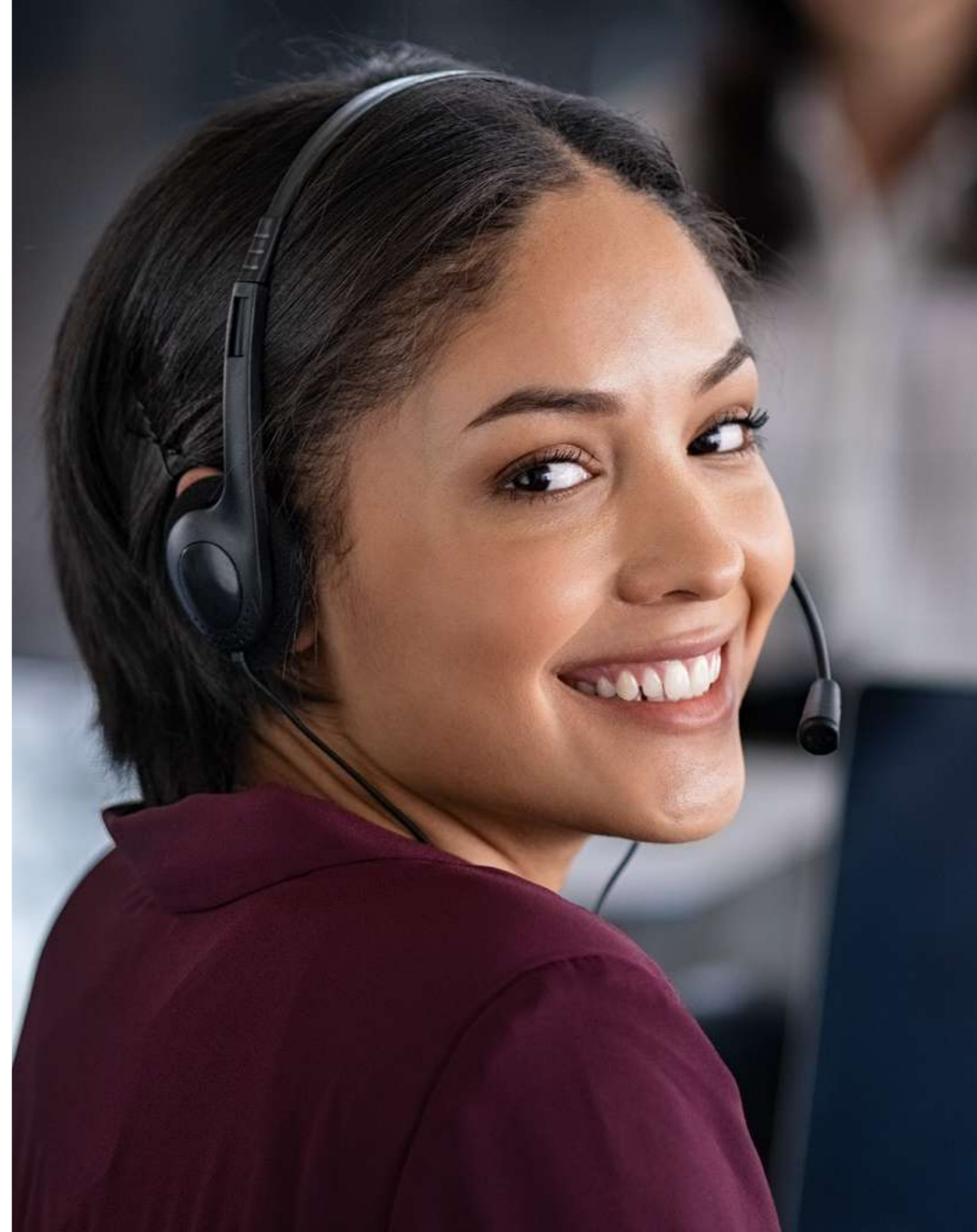
We are fully aware that we frequently deal with sensitive issues while recovering delinquent accounts. We always maintain a thoughtful, friendly, and courteous demeanour. Our goal is to recover the debt owed to you while also ensuring better business relationships and protecting our clients' interests.

The underlying principle is that our clients have outsourced their accounts receivable operations to us in order to increase internal efficiencies, giving management more time to focus on meeting the needs of their clients. As a result, rather than being a debt collection firm, our goal is to become your collection partner by providing you with a stress-free way of collecting your outstanding account receivables, allowing clients to focus on core business activities.

Our commercial and consumer debt collection services.

- Tele calling services
- Field collection
- Off-roles resource management.
- Handling NPA accounts for chronic settlement
- Legal Services

We understand that many requirements are unique to individual businesses, and we are happy to discuss them.





Our Process

We take a deliberate and methodical approach to resolving our clients' issues rather than rushing to the courts and pursuing legal action. To this end, we focus on a case-by-case approach to analysis, evaluation, and assessment, keeping open lines of communication with those involved throughout the process. We don't have to stick to a single method of collecting debts.

Despite the fact that each case is unique, our standard operating procedures are as follows.

- Categorize the cases based on the client's needs in terms of DPD, principal amount, geographical area, portfolio nature, and so on.
- Primary attendance by the telephony department to resolve the case
- Assigning cases to the relevant field team based on telephony feedback
- The field team will visit the customer either at his residence or at a convenient location
- Agrees on a settlement plan based on the contract with the client
- Tightly follows up on the feedback/PTP to secure the resolution target
- Updates the feedback/collection with the client on a regular basis

Get in touch

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