



BUILDING BETTER FINANCIAL FUTURES
for our clients



“Client feedback has been universally positive and focused on our ability to provide essential support during a period of unprecedented disruption. I am proud of our response which has enabled us to consistently deliver our commitments to our clients and their customers.”



Gina White
Group commercial director

Culture indicator:
Trust our people



Remaining resilient and acting decisively for our clients

2020 saw Arrow secure a record number of new third-party servicing mandates, 26 in total, evidence of increased demand for Arrow's services. One of our key points of differentiation was our ability to protect service continuity across the Group and minimise any potential impact on our clients and their customers.

As a business, learning lessons from the global financial crisis, we knew that businesses that responded decisively and quickly were best placed to weather the storm and emerge unscathed from the crisis. As such, Arrow very quickly established a Group Business Continuity Management (BCM) emergency response team made up of a central command team and local country-level response teams to drive a coordinated response. The BCM group monitored government updates, guidance and restrictions in all our geographies to ensure we had the appropriate safeguards to remain fully operational and protect colleague wellbeing, regulatory and contractual compliance, customers service and cash collections.

We are delighted that due to these efforts, business continuity in all areas was not only maintained throughout but recognised by our peers across the industry sector. In November, we won the 'Best Outsourcing & Partner Initiative' with Virgin Money Group at the Credit Strategy Awards as well as a being four-time finalist at the Collections and Customer Service Awards. In Portugal, our business was recognised not only as a Top Employer, but accredited as the Best Credit Portfolio Management Company (Global Banking and Finance Review) and Best Asset Management Servicer (International Investor).

The Virgin Money award is particularly appreciated as we worked very closely with them this year in their response to the COVID-19 pandemic. In response to their requirements, we doubled the size of our core collections team through a phased redeployment of experienced Capquest agents onto the Virgin Money team. This involved delivering three consecutive training programmes on all client processes and systems to provide the additional resource over a carefully planned 12-week period. We also quickly established a dedicated informal payment plans team of 35 employees, who were recruited and trained over an eight-week period during the height of lockdown. In line with guidelines at the time, all team members were set up to work remotely with an integrated dialler technology to optimise performance.

"I'm really pleased at how Arrow supported our clients and customers throughout 2020. Our operations were very resilient, delivering uninterrupted service to our customers with increased forbearance when required. This commitment was, in turn, recognised by our customers with higher satisfaction scores than prior to the pandemic – a superb result for our servicing team."

Jim Appleby

Managing Director, Asset Management and Servicing, UK and Netherlands

