

# Pinpoint Product Line: Pinpoint and Transfer

## Useful for:

Companies who have inaccurate or no phone number for consumers, but need to speak with consumers directly in order to discuss debt collection and/or payment plans.

## Why it's necessary:

It can be difficult to get ahold of consumers when phone numbers are missing, lost, or changed. We provide a conversational, friendly transfer that will successfully get your agents on the phone with consumers, while remaining fully compliant to TCPA standards.



## Here's how Pinpoint and Transfer Works

1



You have a file of consumer names with corresponding identification information. You send the file to us and we search our databases for the most likely phone number for the consumer.

2



Our agents call the most likely phone number using compliant scripts and ask if the phone number belongs to the intended person.

3



Our agents ask a few identification questions to make sure it is the correct person.

4



The entire call with the consumer is recorded for extra proof of compliance if a consumer dispute arises.

5



After successful verification, our agents politely let the consumer know that they will transfer the call to your company's agents.

6



When the warm transfer is completed, it is considered a verified transfer.

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## Results:

Our warm transfer rates are consistently high, and the transfers help clients generate new revenue streams while also complying with TCPA and FDCPA law. Our Pinpoint and Transfer product helps clients speak with consumers they were previously unable to contact, initiating conversations regarding payment plans and debt collection that ultimately bring profit to the client's business.



**Give Us a Call!**  
**765.608.5050**