

AUTO SERVICING

Vervent is a top industry partner for your auto servicing needs.

We offer decades of experience in loan and lease servicing, with top-flight customer service, collections, collateral, and title management. Vervent has a proven track record delivering maximum value for your auto portfolio, including new portfolio onboarding, startup expertise, and conversions.

- A-to-Z coverage – from origination through repossession and everything in between
- Auto/Powersports represents over 20% of our primary servicing business, with over 650K accounts under management
- Proven processes, industry partnerships and an established, national repo agent network to support effective recovery and remarketing
- Custom servicing systems with top-level communication, collections tools, and platform-wide Artificial Intelligence

Customer Service Management

- Highly-customized servicing systems to support your portfolio & deliver results across 5 geo-diverse operations centers with 2,500+ agents to support your book

Collections Management

- Experienced agents ready to minimize defaults & offer easy payment and communication options to meet customers in their comfort zone

Collateral Management

- Efficient Recovery/Repossession with maximum client return & remarketing focused on minimizing time to sale and obtaining high percentage of vehicle book value

Title Management

- Title verification when portfolio is onboarded, industry-leading storage for digital or physical titles & timely facilitation of title duplication or release









Maximize Your Portfolio

- Effective ACH recruiting that leads to fewer delinquencies and defaults
- Customizable and turnkey strategies to mitigate risk and increase dollars collected
- Superior investor, credit bureau and regulatory reporting, and compliance protocols
- Robust compliance monitoring to mitigate risk and ensure operational excellence

Elevate Customer Experience

- Efficient one-call resolution with solution-oriented dialogue
- Experienced, bi-lingual and bi-cultural agents
- Private label servicing for a seamless extension of your brand

Accelerated Service

 99.5% up-time	 100% list penetration monthly	 80% of all calls answered in 17 seconds
 <5% Less than 5% abandon rate	 Average 40 contact attempts per delinquent borrower	 SOC 1 and 2 certified for best-in-class data security

Accelerate Your Business Today!

Contact TJ Valenzuela at
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