



FOR IMMEDIATE RELEASE:

CMC Releases Notes from European Industry Advisory Group Meeting

Continued growth and interest by UK, Irish, and European markets drives robust discussion amongst collections executives.

London, UK, 1 December 2012 – Collections Marketing Centre recently completed its second annual European Industry Advisory Group in London. The meeting enjoyed representation by 10 of the largest financial institutions in the UK and Ireland with attendees spanning the collections and risk operations of the banks. A summary of the proceedings is now available from CMC.

The gathering featured speakers from CMC consulting partners including Auriemma and Bridgeforce. The group had the opportunity to discuss the many current challenges in the industry and opportunities to utilise technology to drive down costs and improve compliance. The group also reviewed presentations on best practices that CMC clients have learned in CMC's six years of service to this market as well as a showcase of the latest enhancements to the FlexCollect product suite aimed at optimising operational effectiveness, increasing agent productivity, and maximising self-service collections yield.

"The enthusiastic response to the IAG meeting reflects the growing interest by the UK, Irish, and European markets for latest technology to address challenges in communication and compliance," noted CMC CEO Vytas Kisielius. "Based on the ever changing needs and preferences of consumers in the financial services space, interest in managing the customer experience has turned into action as we've posted our best year ever in the region."

CMC hosts the Industry Advisory Group sessions twice a year, in the UK in the fall and in the US in the spring. IAG Members may receive detailed presentations, while the summarised proceedings are more broadly available by contacting Garrett Baird (gbaird@cmcagile.com).

About Collections Marketing Centre

Collections Marketing Centre, Ltd. (CMC) offers a pioneering *adaptive collections* service that enables lenders to improve their customers' experience by deploying completely synchronised collections offers, contacts, and treatments across credit card, real estate, student, and installment loan products. The company's FlexCollect® managed services solution is helping a rapidly growing number of top lenders to collect more and spend less by increasing the efficiency and effectiveness of their charged off, delinquent, and pre-delinquent portfolio operations as well as to ensure compliance while increasing their yield in loan servicing and credit operations functions. For more information, visit www.cmcagile.com or call (302) 830- 9262.

CMC and FlexCollect are trademarks or registered trademarks of Collections Marketing Center, Inc. in the United States and/or in other countries. Other products and company names herein may be trademarks of their respective owners.