

HAMMOND POLE

— ATTORNEYS —



COLLECTIONS INNOVATION

Hammond Pole is proud to use the best cutting-edge technology to continuously improve operations and efficiencies. These innovations ensure our clients receive the highest quality of service. The firm has made significant investments in this regard, particularly in AI and robotics, which have delivered impressive results and enable Hammond Pole to maintain its position as one of South Africa's leading law firms.

Hammond Pole Attorneys has deployed a dedicated Bot, nick-named "Chappie", whose role is to execute the AI and automation projects that the firm has undertaken and developed.

JUST SOME OF THE FIRM'S CURRENT INITIATIVES INCLUDE:

Generating legal processes 24 hours a day, by Chappie, with almost no human intervention, and without error. These processes are all generated under the watchful eye of the firm's attorneys and legal team.

A partnership with Principal and the development of a 'Probability to Pay' Scorecard which is custom-built and unique to Hammond Pole Attorneys. The technology gives an accurate indication of a debtor's ability to pay, along with an estimated amount the debtor can afford to guide the firm's collection agents during telephonic calls.

The development of a payment portal and mobile app which allows users to upload documents, make an immediate payment, request a settlement amount, view an account balance, and much more.

An omnichannel chat platform with the ability to contact debtors via WhatsApp, Telegram, online live chat and more.

Auto dial campaigns which automatically remind debtors of payments that are due with additional functionality allowing debtors to confirm once payment was made.

The development of a chat bot named #Chatterbox which allows debtors to obtain their basic account details, make payment arrangements, request a call back, log a request for a statement, and obtain Hammond Pole's contact details.

Substantial investments in Interactive Voice Response (IVR), Automated Call Evaluation technology, together with various payment solutions including payment solutions like Ozow token, WhatsApp Payments and Momo.

While these innovations are not an exhaustive list of the firm's various projects, they demonstrate Hammond Pole's commitment to investing, substantially, in technologies that ensure an increase in collections to meet clients' expectations.

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ATTORNEYS

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