

A day in the life of a Collections Advisor



monzo

HELLO
MY NAME IS


Ashley French


I'm a Collections Advisor in the Financial Health team




I joined Monzo as a
Collections Advisor in
February 2022 - and I'm
going to tell you about what I
do each day.

Good morning

 After waking up bright and early, I make myself a coffee and settle down to open my Macbook and start my day.

 I go to our Squad channel in Slack to greet everyone and to catch up with any important updates I may need to know about.

 Once I've caught up - it's time to get down to business!

**Supporting
Customers**

In FinHealth our job essentially involves helping customers get their account in shape. Whether they're going through a difficult situation with their bills or just needing some information on how to improve their credit score. I'm here to listen and put in place the correct support. We get a lot of time to take our customers from beginning to end of their journey. No one customer is the same so I need to do a lot of investigating to make sure that I put the correct solutions in place.

Lunch

We have an hour for lunch! 🥳🎉 - I'm super prepped so I have something ready in the fridge but working from home means you can always whip something up. I also try to ensure I get some time on my exercise bike or outside in the sun (if there is any!) 🍌 .

How Can I Help?



Most of my day to day work takes place via in app chat. Customers get in touch with us for a number of reasons. Some just want to talk about credit scores, some want a loan, and some want help making repayments. So my first step is to read through what's been said so far to make sure I understand what my customer wants. Conversations mainly fall within 2 categories:



Lending:

- **Customer wants to apply for an overdraft, Monzo Flex or a loan**
- **Customer wants more information on one of the lending products we offer**
- **Customer wants to understand why they're not eligible for a lending product**
- **Customer wants more information on credit scores**



Financial difficulties:

- **Customer has fallen behind with repayments**
- **Customer is concerned about being able to afford their bills or debts outside of Monzo**
- **Customer is experiencing a change in circumstances that may cause them to fall behind with repayments, bills or debts outside of Monzo**

What else is happening?



A big part of our job is investigating. It can be challenging to get people to open up about their finances. Sometimes someone getting in touch about a loan is asking for a loan because they've missed bills payments or can't afford food. It's really important that I've reviewed their account carefully for signs of financial difficulties. This allows me to tailor questions to my customers needs.



Signposting



If anything is going wrong I need to make sure that my customer knows where they can find specific, independent and free advice and information. Luckily, lots of brilliant organisations like Citizens Advice, MoneyHelper and so many more exist. We have access to detailed lists of organisations that provide support with everything from access to food to recent bereavements.

It's important to try to be specific because people can sometimes feel overwhelmed being sent to an organisation that provides information about lots of different things. This can be a barrier to people getting the support they need. If I can, I always try to locate the website page which has the information the customer will be looking for and to provide alternative methods of contact.

What support can we offer?



**After Lunch.....
More
investigating
and
supporting
customers**

While we technically work in Collections, our main priority is supporting our customer. If someone is unable to afford their electricity bills it would be unreasonable to expect them to make lending repayments.

No customer is the same so depending on their individual financial circumstances we could be looking at things like an affordable repayment plan, a health and wellbeing hold, freezing interest and charges etc. There are lots of options available for me to support our customers and lots of guidance and support if ever set stuck.

Home time!

I'm already home! No commute and no traffic 🚦. I close my laptop, end my working day and enjoy my evening.