



# CASE STUDY

**Client:** **Advantis Credit Union** (Milwaukie, Oregon) \$724 Million Assets

**LSI Service:** Collections Outsourcing

**Background:**

With unfavorable economic conditions still prevalent, Advantis was facing rising delinquencies, especially in their indirect lending portfolio.

**Results:**

LSI started working with Advantis' indirect portfolio on January 12, 2010 when their delinquency percentage was at 5.02%. In just 8 weeks time (as of March 5, 2010), LSI had cut that rate to 3.22% - a **36% decrease in total dollars delinquent** and a 38% decrease in the number of delinquent accounts.

Date	% of Accounts Delinquent	\$ Amount of Delinquencies
1/15/2010	4.80%	5.02%
1/22/2010	4.64%	5.03%
1/29/2010	3.86%	4.35%
2/5/2010	3.85%	4.19%
2/12/2010	3.93%	4.20%
2/19/2010	3.73%	3.93%
2/26/2010	3.33%	3.68%
3/5/2010	2.98%	3.22%

**Client Feedback:**

"We've been pleasantly surprised by the **immediate** results that LSI has been able to help us achieve. Cutting the delinquency rate on our indirect portfolio by over a third in just eight weeks – the results speak for themselves! While there are many alternative solutions available in the industry, those just don't seem to work very well in our experience. You definitely get what you pay for with LSI – a quality program with measurable results."

*Loss Prevention Specialist  
Advantis Credit Union*