

EOS analyses: landline has priority Debtors are easier to reach on the landline than by mobile

Hamburg, 4 May 2009 – Creditors find defaulting payers easier to reach over the landline than on their mobile phones. This was revealed by an analysis by the financial services provider EOS Group of around 13,000 assignments handled over the telephone. 27 per cent of landline calls reached someone, compared with only 19 per cent of calls to mobile numbers.

Whether they are at meetings, in their cars or in an area without any reception: 'owners of mobile phones have their devices with them all day, but are often subject to constraints which prevent them from accepting the call,' explains Jürgen Borgartz, Managing Director of EOS Deutschland, responsible for the b2c unit. Another point in favour of making contact over the landline is the fact that just over two-thirds of German households have more than one person living in them. They can provide information about when the person called can best be reached.

So if a company, when making contact with a customer, has to decide whether to take down the landline or mobile number in its customer database, it should settle for the landline number. 'At EOS, the first telephone contact is made over the landline. In this way, we reach defaulting payers more quickly and more efficiently,' says Mr Borgartz.

The EOS Group

With approximately 4000 employees in more than 20 countries, the EOS Group, an Otto Group company, is one of the leading financial services providers in Europe. The over 40 operating companies in the Group provide services in Information Management, Arrears Management and Receivables Management. EOS has over 20,000 clients world-wide representing the banking, insurance, manufacturing, mail order, utility and telecom industries, as well as many others. Further information: www.eos-solutions.com.

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