



Client Success Story

Airline Employee Reimbursement Recovery



Background

A regional carrier for a major international airline has been in operation since 1979. Having experienced tremendous growth over the years, it currently employs almost 6,000 associates and team members across its coverage area of the eastern United States which includes the Eastern Seaboard. Somewhat sensitive past-due debts owed to the company by former employees needed to be addressed.



Challenges

The number of cases and amount due to the airline by former employees was significant, and included sign-on bonuses, wage overpayments, and uniform expenses. The airline's executives wanted to recover these debts while preserving its brand image and reputation among employees and the public.



Our Solution

The airline partnered with Summit A•R, a debt recovery agency that specializes in using a "Brand Preservation" approach to debt collection.

This approach emphasizes the importance of understanding the personality type of each former employee to tailor the recovery process to fit their individual circumstances and communication style.

Summit A•R provides extensive training to its collection specialists on psychological tactics and communication strategies that would help them identify the personality type of each individual. In addition, the recovery specialists are also trained in persuasive tactics and the use of incentives to encourage the payment of past-due debts.

“We had some concerns about being able to collect the past-due former employee debts. We wanted the efforts to be successful, and for us, that included maintaining our brand's positive image with all employees, both current and former. Thankfully, we found the right partner to make it happen with Summit A•R.”

Outcome

Hundreds of thousands of dollars returned to the regional airline client. The behavioral science-based approach used by Summit A•R was highly successful in recovering the airline's employees past due debts.

Equally significant, the entire collection process was completed without a single complaint from a former employee, demonstrating that the airline was able to recover what it was owed while protecting its brand and reputation.

By partnering with a collection agency that uses a personality-based "Brand Preservation" approach, the airline was able to recover these past-due debts without compromising its brand or reputation. The results demonstrate that debt recovery can be conducted professionally and respectfully, with an approach tailored to the individual circumstances of each former employee.