



Metropolitan Credit Adjusters



Edmonton, AB, CANADA

Corporate Profile

Metropolitan Credit Adjusters is a Canadian debt recovery company, licensed and bonded in all provinces and territories. With offices in Montreal, Toronto, Edmonton and Vancouver, Metropolitan is well positioned to provide debt recovery services to credit grantors across Canada.

Founded in Edmonton in 1973, Metropolitan's pioneer spirit in the debt recovery industry is deeply rooted in a strong, unwavering dedication to providing professional, reliable services characterized by high ethical standards of conduct.

Metropolitan Credit Adjusters employs over 300 people.

Technology & Customer Service

Metropolitan employs many innovative products that will aid in the recovery of delinquent accounts. A combination of specialized recovery software and predictive dialer technologies ensure every effort is explored to achieve the best possible results.

Agent Training & Call Coaching

To ensure agents are asking the right questions and taking the necessary steps to secure prompt payment, collector scripting and education through the SmartContact Center management system ensures that every avenue in the recovery process is utilized.

Metropolitan Credit Adjusters first installed a small pilot SmartContact Center system. This system was expanded over time and multi-supervisory capabilities have been added.

Metropolitan has benchmarked the SmartContact Center system and has noted the following major benefits:

- Average time to close a call reduced
- Reduction in agent stress-related turnover
- Increase in the average agent's daily collections

SMART CONTACT CENTER

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