



Dear Reader,

This issue of PowerCollect eNews - Dec 05 includes Industry News, Articles and solutions information. The feature article is *"Predicting a Cure for Collections Induced Attrition"*.

Profit from all the latest information.

Happy Reading!

Profitera Team

A. Industry News

1. [Revenue Collections software obtains world class certification on Novell SUSE LINUX](#)
2. [Truck, Construction Repossessions Show Increase in Q3](#)
3. [Plastic not fantastic: U.S. card industry in revolt](#)
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Revenue Collections software obtains world class certification on Novell SUSE LINUX

KUALA LUMPUR, October 27, 2005 - Novell, Inc., (Nasdaq: NOVL), an active member of the open source community and a leading provider of software for the open enterprise today announced that Profitera Corporation Sdn Bhd, an award winning MSC-status software specialist company has been awarded the acclaimed "YES Certified" certification for its *PowerCollect* software solution, following some vigorous testing at Novell's regional Authorized Testing Center (NATC) at Technology Park, Malaysia and Novell HQ, in USA.

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B. Articles

Predicting a Cure for Collections-Induced Customer Attrition

Why are we writing an article about customer attrition for collections professionals? After all, customer attrition and retention are the tasks of the customer service and marketing departments, right? No, not anymore. Today customer retention is a critical issue for every customer-facing department in companies that operate in highly competitive industries, such as telecom, banking, insurance, and health care - where customer attrition is climbing at an accelerating rate.

[read more>>>](#)

Do you see improving or enhancing your Collections & Recovery Processes as a priority in 2006?

Yes

No

C. Profitera Solutions

- [Profitera PowerCollect](#)
- [Profitera PowerCollect FAQ](#)

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Industry News 1. Profitera PowerCollect first in Asia to be awarded "YES CERTIFIED" by Novell

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With the certification, Profitera is all geared up to penetrate the vast and potential open source software market as it's been certified to run on Novell Linux Desktop 9 as well as Novell SUSE Linux Enterprise Server 9.

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Industry News 2. Truck, Construction Repossessions Show Increase in Q3

Equipment repossessions and liquidations nationwide continued to rise during the third quarter, most notably for trucks and construction machinery, reports Nassau Asset Management. Nassau's NasTrac Quarterly Index (NQI) reveals trends in repossessions and orderly liquidations based upon the company's own internal activity in a given quarter compared to the same quarter the previous year.

Nassau provides asset recovery, appraisal, collections, liquidation and remarketing services for equipment leasing and finance companies across the nation. The company earlier this year noted that repossessions and liquidations during the first two quarters of 2005 increased significantly for the first time since 2002. This trend continues through the third quarter.

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Industry News 3. Plastic not fantastic: U.S. card industry in revolt

Nobody seems happy with the U.S. credit-card industry these days -- not the consumers who use the cards, the retailers and merchants who accept them, or the lawmakers who oversee the industry.

The merchants accuse the industry of illegally fixing the processing fees its charges them and they are not taking it any more. A growing number have filed suit against the industry's two biggest associations, alleging violations of U.S. antitrust law.

Consumers, meanwhile, accuse the industry of larding its contracts with fine-print "gotcha clauses" that trigger rate increases and penalties -- and they're not taking it anymore either. A growing number are complaining to the Better Business Bureau, where credit-card gripes are now the third-largest source of complaints, and to representatives in Congress.

And those lawmakers are beginning to stir. A flurry of bills have been introduced this year in the U.S. Congress to protect consumers from what critics characterize as industry abuses, including one called The Loan Shark Prevention Act.

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Industry News 4. Citi Introduces Card with No Late Fees

Responding to customer feedback on what they want in a credit card, Citi, the world's largest provider of credit cards, this week launched the Citi Simplicity(SM) Card. The Simplicity Card features no annual fee, no late fees for cardmembers who make a purchase or cash advance in each billing period and direct access to a live customer service representative.

"Citi understands that our customers are busy and things can get in the way of paying on time. We spoke to consumers to better understand the things they wanted to change about their credit card experience. They told us that they should not have to pay a late fee and that they'd like direct access to a customer service representative. So we created the Citi Simplicity Card," says Antony Jenkins, Citi Cards Executive Vice President.

Citi Cards Executive Vice President, Ed Eger adds, "As we seek to develop ever more meaningful relationships with our customers we will continue to evolve Simplicity Card products in response to their direct feedback about other features that will help them simplify their lives. The program is designed to meet their evolving needs."

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Industry News 5. Indonesian banks face higher credit risks

Bank Indonesia (central bank) should closely monitor the quality of banking assets because the tsunami of inflationary pressures generated by the Oct. 1 fuel-price hikes is increasing the risks of bank credits turning sour. Even before the bold fuel policy was taken, net non-performing loans (after provisions) within the banking industry had reached the maximum 5 percent (of total loans), the highest level since 2002. According to the latest report by Bank Indonesia, in terms of gross non-performing loans (NPL), the ratio was almost 9 percent as of September, up by 3.32 percentage points from a year earlier and by 1.16 percentage points from August.

Even though Bank Indonesia's director for strategic assessment Halim Alamsyah does not yet see the NPL level as alarmingly inimical to banking performance, he did acknowledge higher risks of bank loans turning bad.

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Industry News 6. Back in Business

After getting clobbered in the Crisis, Asia's 500 biggest banks are over the hump. Now comes the challenge of consolidation.

This is the story of Asia's biggest financial institution. In 1996, Japan's Bank of Tokyo and Mitsubishi Bank finalized a merger of equals that created the Bank of Tokyo-Mitsubishi. The new entity had assets of \$719 billion, nearly twice as big as those of its then closest rival Sumitomo Bank. Because of the cost of the union, Bank of Tokyo-Mitsubishi's fiscal 1996 profit of \$287.7 million was nothing to crow about. But the future looked bright. Until, that is, the 1997 currency crisis that felled the economies of Thailand, Indonesia and South Korea and badly dented almost everyone else's. When that horrible year ended, the Bank of Tokyo-Mitsubishi had lost \$5.9 billion. In fiscal year 1998, it bled another \$3 billion.

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About Profitera Corporation

Profitera Corporation is a leading provider of Revenue Collections and Debt Recovery Management Software Solutions.

With offices in USA, Singapore and Malaysia, and partners in 10 countries in Asia, Profitera focuses in providing innovative solutions, leveraging the potent mix of people, technology and expertise. As a dynamic business technology company, Profitera's helps you focus on your Customers and Optimize Profits throughout your Revenue & Profitability Lifecycle.

<http://www.profitera.com>

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