

“ALIGNING WITH SPEEDPAY MEANS WE HAVE GREATER EFFICIENCY IN BILLING, ACCESS TO TOP-NOTCH CUSTOMER SERVICE, AND A RELIABLE STREAM OF PAYMENTS.”

*– David Bertoncini,
Chief Risk Officer at Flagship Credit Acceptance*

FLAGSHIP CREDIT ACCEPTANCE

In the fall of 2017, Flagship Credit Acceptance recognized that the industry landscape was shifting toward mobile payments. To capitalize on this, Flagship wanted to implement a seamless mobile payments experience to meet the needs of its customers who are constantly on the go.

The solution? To enhance its digital offerings, Flagship teamed up with Speedpay to offer the moBills® solution, a mobile customer payment platform, which allows companies to push important account information directly to customers’ mobile wallets, as well as send reminder notifications. Now, without asking customers to download an app, Flagship can provide customers with the option to view their amount due and make an account payment right from their smartphones using the existing iOS and Android mobile wallets. This offering also allows Flagship customers to process cleaner, simplified transactions while opening up another channel through which Flagship can communicate to its customers.

moBills® launched in October of 2017



of Flagship’s customers have enrolled in the service, and registration shows no sign of slowing down.

In April of 2018, Flagship leveraged its customer service team to actively enroll customers in moBills® via text and email enrollment campaigns since customers were previously only able to opt-in via the internet payment confirmation page. Because of this initiative, Flagship experienced a:

31% INCREASE in registration,
MORE THAN DOUBLE the previous six-month over month trend

25% INCREASE in customers using their mobile wallet to complete payments.



MORE THAN 35%

Additionally, more than 35% of those registered paid through this channel through May 2018 and plan to continue to utilize this channel due to its flexibility and ease of use.

It pays to provide your customers options!

To learn more, please contact Lori.Beck@westernunion.com.

