

## We are proud of our results!

### **Background:**

As a leading force in the debt collection industry, Customer Care Global specializes in the recovery of outstanding debts for both individuals and businesses. Their reputation for ethical practices and effective recovery strategies sets them apart.

They use advanced technology and strategic communication methods to ensure high recovery rates while upholding professionalism and compliance with legal standards.

### **The Problem:**

Customer Care Global encountered a significant hurdle in their operations that directly impacted their efficiency and compliance with regulatory standards. The core issue revolved around their reliance on a database of contact information fraught with inaccuracies, including outdated or incorrect phone numbers. This problem not only led to a substantial waste of time and resources in futile attempts to reach individuals but also posed a risk of non-compliance with stringent consumer protection laws such as the DNC, TCPA, and FDCPA. These laws mandate strict adherence to guidelines on how and whom to contact, making accurate and up-to-date contact information indispensable. The inefficacy in communication further strained the delicate debtor-agency relationship, crucial for successful debt recovery. Moreover, inadvertent outreach to protected numbers or incorrect recipients could lead to legal repercussions, financial penalties, and potential damage to Customer Care Global's reputation—a key asset in the trust-sensitive debt collection industry.

### **Enter Searchbug & Customer Care Global**

In response to this multifaceted challenge, Customer Care Global turned to Searchbug's Bulk Phone Validation service. This strategic move allowed them to authenticate the operational status of phone numbers and confirm their accuracy, ensuring that they were active and reachable. Additionally, the service provided crucial insights into the line type of each number (mobile, landline, or VoIP), enabling Customer Care Global to tailor their outreach efforts in accordance with regulatory requirements and communication best practices. This adoption had several transformative effects:

1. Enhanced Accuracy of Contact
2. Boosted Operational Efficiency
3. Ensured Regulatory Compliance:
4. Improved Debtor Relations
5. Reduced Legal and Financial Risks:

The simplicity and accuracy of the service, as highlighted by Paul Edwards, reflect the broader industry's need for reliable, efficient solutions to complex challenges.

This case study serves as a beacon for the debt collection industry, illustrating the impact of embracing technological innovations to meet and exceed operational and compliance standards.



SearchBug is a professional online service for finding and investigating people, businesses, addresses, phone numbers, conducting social security number verification in lieu of e-verify, and much more.

# Customer Care Global Overcame Business Challenge With Searchbug's Bulk Phone Validation

Contact us today  
Call (800) 990-2939

[www.searchbug.com](http://www.searchbug.com)

“*Searchbug tools have been a game-changer for us.*”

Paul Edward, Customer Care Global