



VETERAN[™]
CONTACT CENTER



Quality Control

There are two vital components of Quality Control – verification and review. VCC provides measures to assure the best available resources concerning both these areas.

★ **Verification**

VCC's standard verification method involves a supervisor monitoring the acceptance and disclosure "in progress" on every call possible. All recording is done digitally, within the system - no tape recorders are used.

★ **Quality Review**

The VCC Quality Department is unique because it is comprised of individuals with years of credit review expertise. All applications and forms are sent through several system-oriented checks, called Sniffers, while they are reviewed for completeness, accuracy and relevancy. If information is lacking in an area, the individual is contacted by a Quality Assurance Specialist for the missing information at VCC's expense. Each sale is assigned a unique sequence number developed by client specification as requested, generally by transmission or by web.

Quality assurance is aided by our "Data Sentry" technology. This system is tightly wrapped around the format of the client systems and puts our internal quality record of the data within. Certain input functions are not permitted and will cause the records to be rejected so they are subsequently corrected and resubmitted. Warnings of any quality deviations are reported to both Production Management and MIS to assure any problems are quickly identified and corrected.



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VCC's Quality Control Area serves as an essential component to our success. As unique situations arise, not only are they discovered by this area, but in conjunction with MIS, Production Management, and Client Services, they are programmed away.

★ **Smart Screens**

Smart Screens have also been developed in the Quality Control Department to aid in the complete review process.

★ **In addition to the previously listed abilities our Smart Screens:**

- Provide zip code check to verify city and correct zip code.
- Match previous client list name versus input name to identify any name changes.
- Provide a dictionary to verify lender address for balance transfer requests.
- Social Security number warnings when the number is recurring.
- Provide look back attributes so duplicate applications will not be processed.

All of these steps aid in the security of the individual and our clients.