

LATE PAYMENT REPORT

Based on customer data from 2020*

\$20m

Amount by which late balances were higher than expected in total for May 2020



Impact on individual households



1 of 8

Households had a higher than expected late balance



80%

Of these households owe more than 2x the expected amount

\$250

Average amount by which delinquent households exceeded their expected late balance



Top 5 income brackets for first-time late payers
May 2020

Under \$20K #1
\$20K - \$29K #2
\$30K - \$39K #3
\$100K - \$124K #4
\$50K - \$59K #5



Contact us to identify & engage at-risk customers

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