

# Collections Liquidation Rate

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Collections Liquidation Rate

## Definition & Measurement Details



### What is Collections Liquidation Rate?

The dollar amount successfully collected by the Collections function divided by the total dollar value (i.e., the sum of account balances of new accounts in Collections) of new accounts in Collections (new business) over the same period of time, as a percentage.

### Why should this KPI be measured?

Collections Liquidation Rate measures the dollar amount successfully collected by the Collections function in relation to the total dollar value (i.e., the sum of account balances of new accounts in Collections) of new

### How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the dollar amount successfully collected by the Collections function, and (2) the total dollar value (i.e., the sum of account balances of new accounts in Collections) of new

**ABRIDGED CONTENT**  
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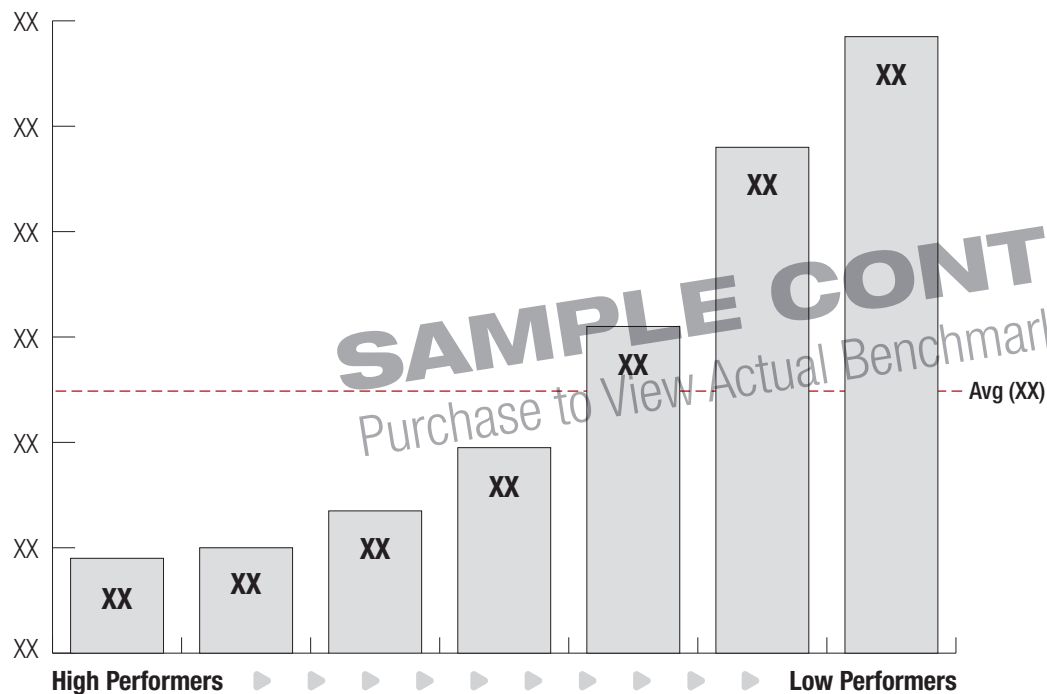
# Collections Liquidation Rate

Benchmarks & Characteristics of High Performers



## Collections Liquidation Rate

(Dollar Amount Collected / Total Dollar Value of New Accounts in Collections) \* 100



### Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

**How to read this chart:** This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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