

رسيل

لتحصيل الديون





WHO WE ARE

35+

Years of Accumulated Management Experience

Raseel Debt Collection was founded by a group of highly qualified Saudi professionals with more than 35 years of accumulated management experience. The founder of Raseel Debt Collection has worked across the government and banking sectors and has also contributed to the establishment of several commercial companies. This extensive experience has shaped a practical yet ambitious management approach, built around quality standards and the creation of a motivating work environment for all team members.

DEEP UNDERSTANDING OF THE MARKET

This experience has enabled Raseel Debt Collection to keep pace with market changes and evolving needs through an in-depth understanding of the various types of debt in the market. Debt volumes continue to record steady annual growth, resulting in increasing rates of payment defaults and creating a growing need for innovative debt collection solutions.



Consumer
Loans



Motor Insurance
Claims



Installment
Purchases



OUR VISION

To become our clients' first-choice partner for debt collection services, both within the Kingdom of Saudi Arabia and internationally.



OUR MISSION

To act on behalf of our clients in carrying out all debt collection activities, managing their complexities and challenges, and achieving the highest standards of quality and excellence in debt recovery.



OUR VALUES

At Raseel Debt Collection, we are committed to a solid set of values that guide our daily conduct and are reflected in the quality of our performance and the sustainability of our results.

01

Development

Developing all team members and enhancing their capabilities to enable them to perform creatively and effectively.



02

Excellence

Achieving excellence in performance through professional management of time and effective teamwork.



03

Innovation

Innovating appropriate and rapid solutions to the challenges and complexities we encounter.



04

Professional Ethics

Maintaining the highest standards of professional ethics and carrying out all responsibilities in accordance with applicable laws and regulations.

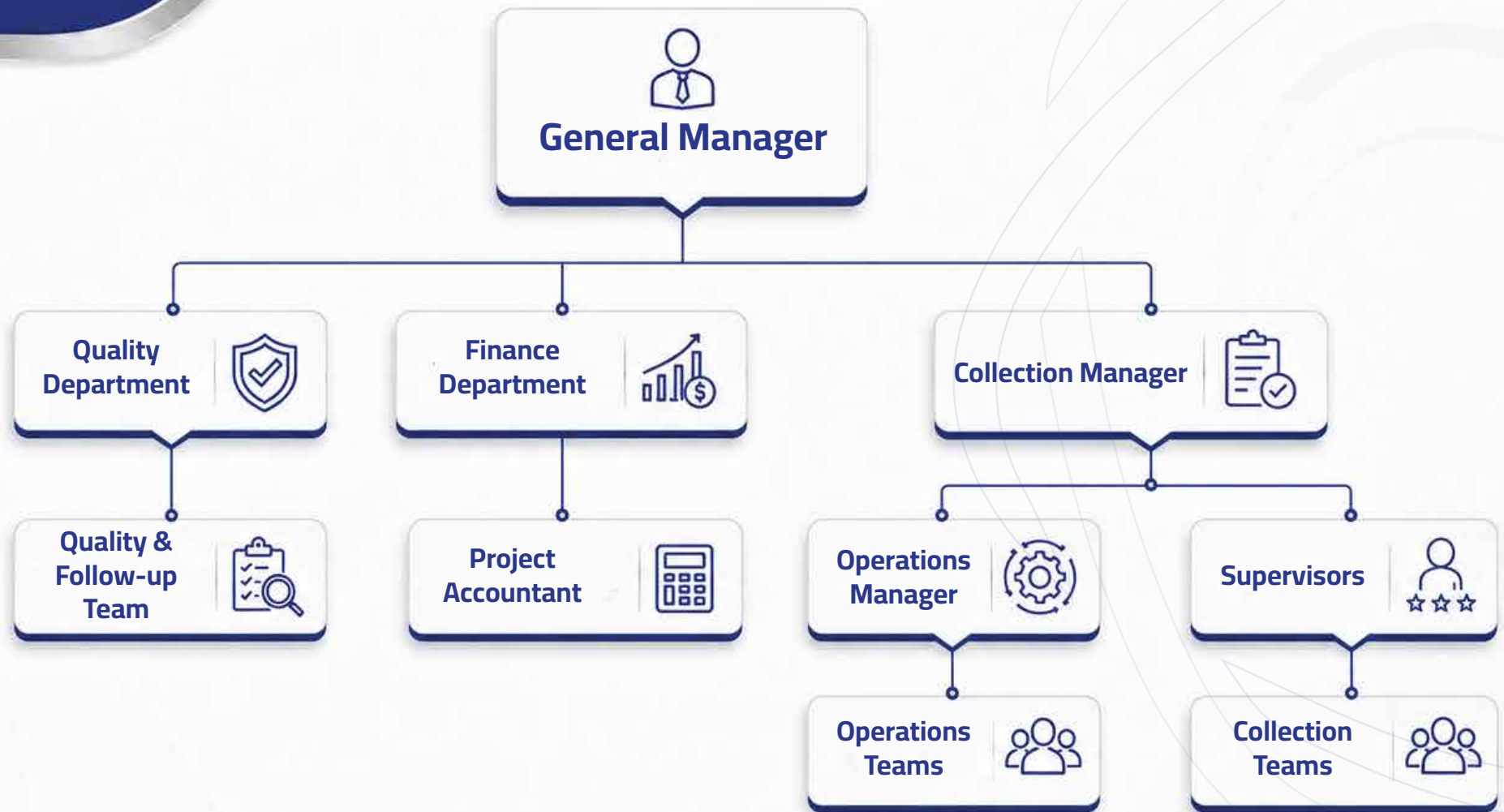


OUR PHILOSOPHY

We leverage our accumulated management experience to identify the shortest paths and simplest solutions by engineering debt collection processes and developing a deep understanding of customer behavior patterns.



ORGANIZATIONAL STRUCTURE



The organizational structure defines the hierarchy of responsibilities and authorities, ensures clarity of roles, and promotes integration among departments to achieve the company's objectives efficiently and effectively.



WORK ENVIRONMENT

We take pride in providing a healthy and friendly work environment and rely on our team to achieve excellence and high-quality performance. We also provide our employees with all the resources and requirements they need to support efficient and timely execution of their responsibilities.



Quality Is Everyone's
Responsibility



A Supportive and
Positive Environment



Towards Excellence and
Higher Performance



Our Team Is the Key
to Our Success





QUALITY MANAGEMENT IN COLLECTION OPERATIONS

The Quality Department is responsible for monitoring and measuring the performance of collection operations and ensuring that collection teams comply with all approved policies, procedures, and standards.

Key Responsibilities of the Department



Monitoring



Evaluation



Analysis



Improvement



LEGAL DEPARTMENT IN COLLECTION OPERATIONS

Raseel Debt Collection works in partnership with highly qualified and experienced lawyers specializing in legal matters and debt collection, with the aim of providing integrated legal support for collection activities and enhancing the effectiveness of the procedures undertaken.

The Department Is Responsible For:

01



Providing legal consultations and support to collection teams.

02



Reviewing cases and files that require legal intervention.

03



Monitoring legal procedures and claims related to outstanding debts.

04



Supporting collection teams in dealing with complex and difficult default cases.

05



Ensuring that collection procedures comply with all applicable laws and regulations.

06



Developing legal procedures to improve collection efficiency and protect the rights of both clients and the organization.

Review



Analyzing documents and correspondence and assessing the legal status of each case.

Compliance



Ensuring compliance with applicable laws, regulations, and instructions.

Legal Support



Providing legal solutions and guidance to departments and collection teams.

Follow-up



Following up on procedures and outcomes until the case is closed.



SUPPLIERS & SHARED SERVICE PROVIDERS

To support our operational activities, we rely on a number of specialized suppliers and service providers, including:



OUR PARTNERS

We are proud of our partnerships with a select group of leading institutions, helping us build an integrated ecosystem based on trust and excellence.



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