



**Avamore Capital is a principal development and bridging lender with a forward-thinking approach. The firm utilises the Shieldpay platform to manage some of its payments to and from its borrowers, supporting their long term goal of providing transparent, reliable and predictable services at competitive prices.**

### FINDING MORE EFFICIENT WAYS TO MANAGE LOAN PAYMENTS

Avamore has c.£114m worth of loans under management with over 100 different borrowers at any one time. The lender predominantly manages development loans which require multiple payments to and from the borrower. With many customers needing different funds at different times each month, maintaining a smooth and consistent borrower journey was historically labour-intensive. Avamore needed to begin to simplify how they moved money to become more efficient, reduce the risk of delayed payment, and improve the overall customer experience.

### HOW SHIELDPAY WORKS WITH AVAMORE CAPITAL

Shieldpay creates one seamless and transparent solution for the movement of funds for Avamore. Using the digital platform, some investors can pay directly into Shieldpay and the money is then sent to the Avamore borrower. The platform can also facilitate direct payments of funds to other project stakeholders, such as professional service providers, local authorities, and contractors. In some instances, Avamore can accept payments via Shieldpay from the borrower, streamlining the process. As well as enabling transactions, the platform strengthens internal due diligence. On behalf of Avamore, Shieldpay verifies all bank details and conducts bankruptcy searches, reducing multiple steps in the process and heightening the security of the transaction.

### ADDRESSING AN INDUSTRY-WIDE CHALLENGE

A key point for Avamore and the lending industry is that Shieldpay gives borrowers visibility on their payments so they can see when monies are on their way. Nikolay Petkov, Principal at Avamore, explained: 'Cashflow is a huge concern for borrowers and giving them the platform to see the status of their monies means that they can plan effectively and manage payment expectations. Shieldpay removes the blind spots to transactions and provides comfort to the customers that they will receive funds in the timeframe expected'.

### THE OUTCOME

By now grouping transactions by project, the Avamore team has been able to save time, avoid mistakes and have more consistent internal processes. With Shieldpay, Avamore has started to collaborate better with their customers and their key partners, offering an enhanced service. Going forward, Nikolay said, 'We believe the platform will allow us to improve our future products and we will look to take full advantage of Shieldpay's complete offering'.

*'Shieldpay is a total solution; not only does it help improve our customer service levels but it provides a huge amount of efficiency for internal accounting processes. One of my favourite features of Shieldpay is being able to group all transactions by projects and giving the opportunity to make clear references which are easily reconcilable.'*

Nikolay Petkov  
Principal, Avamore Capital

#### Find out more:

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