

Key Driver Transforming The Debt Collection Agencies Market 2025: Rising Consumer Debt Levels Fuel Growth In The Market

The Business Research Company's Debt Collection Agencies Global Market Report 2025 – Market Size, Trends, And Global Forecast 2025-2034

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Debt Collection Agencies Global Market Report 2025

How Are Consumer Debt Levels Influencing the Debt Collection Agencies Market?

The debt collection agencies market size has grown steadily in recent years. It will grow from \$29.35 billion in 2024 to \$30.38 billion in 2025 at a compound annual growth rate CAGR of 3.5%. The growth in the historic period can be attributed to rising consumer debt levels, economic downturns, growth in unsecured loans, expanding credit access, and elevating regulatory compliance requirements.

The debt collection agencies market size is expected to see steady growth in the next few years. From an expected value of \$34.51 billion in 2029 at a compound annual growth rate CAGR of 3.2%, the forecasted growth can be attributed to the upswing of digital commerce, increased lending by financial institutions, increasing credit card usage, international debt recovery, and expanded lending by financial institutions. Furthermore, the trends steering this growth in the forecast period include advanced workflow automation, the integration of artificial intelligence and machine learning in debt collection strategies, advanced tracking systems, technological advancements, and cloud computing technology adoption.

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What Factors Will Drive Growth in The [Debt Collection Market](#)?

Increasing consumer debt levels are likely to propel the growth of the debt collection agencies market forward. These levels refer to the total amount of money owed by individuals to creditors

and encompass various forms of credit, including credit card debt, personal loans, mortgages, and auto loans which can significantly impact financial stability and economic conditions. Due to rising living expenses, easier access to credit, and post-pandemic reliance on loans, consumer debt levels are increasing. To manage these rising consumer debt levels, debt collection agencies pursue unpaid debts from credit cards, personal loans, and medical bills on behalf of creditors, so as to recover funds that would otherwise remain unpaid. For instance, in June 2024, according to the Federal Reserve Bank of New York, a US-based Federal Reserve System, the aggregate household debt balances rose by \$184 billion, reflecting a 1.1% increase compared to the fourth quarter of 2023. Therefore, increasing consumer debt levels are driving the growth in the debt collection agencies market.

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Who are the major players in the debt collection agencies market?

Key industry players in the debt collection agencies market include Bertelsmann SE & Co. KGaA, Experian plc, Atradius Collections B.V., Alorica Inc., Intrum AB, Midland Credit Management Inc., Encore Capital Group Inc., PRA Group Inc., Transworld Systems Inc., Altus Group Limited, KRUK Group, Lowell Financial Ltd., IC System Inc., CBE Group Inc., Convergent Outsourcing Solutions Inc., Link Financial Outsourcing Ltd., Asta Funding Inc., coeo Inkasso GmbH, EOS Group Inc., Bierens Incasso Advocaten N.V., and Prestige Services Inc.

What innovative technologies and strategies are these key industry players adopting?

Significant progress in technological innovation, advanced workflow automation, and debt collection strategies integration are key to market expansion. Many of these influential companies are focused on improving efficiency and recovery rates, such as the development of novel debt collection platforms. One such software solution was launched in October 2023 by Mobicule Technologies Private Ltd., an Indian-based software company, which designed the Phygital Debt Resolution service to enhance the market's capacity for loan recovery and debt collection.

How is the [Debt Collection Market Segmented](#)?

The debt collection agencies market is segmented by agency type into First-Party Agencies, Third-Party Agencies, and Sale Of Debts; by debt type into Bad Debt and Early Out Debt; and by application into Financial Services, Healthcare, Student Loans, Government, Retail, Telecom and Utility, Mortgage, and Other Applications. The subsegments for these sections further categorize First-Party Agencies into In-House Debt Recovery Services, Early-Stage Debt Collection, Customer Relationship Management CRM-Integrated Collections, Automated Payment Reminders, Legal and Compliance Support. The Third-Party Agencies are divided into Contingency-Based Collection Services, Fixed-Fee Collection Services, Skip Tracing And Debtor Location Services, Credit Bureau Reporting Services, Litigation and Legal Collection Services. The Sale Of Debts provides a more detailed profile including Bulk Debt Portfolio Sales, Distressed Debt Sales,

Secured Vs. Unsecured Debt Sales, Debt Buying For Resale, International Debt Purchasing.

Which region leads the market, and where will we see the fastest growth?

In 2024, North America held the largest market segment for debt collection agencies and is expected to maintain this position. However, the fastest-growing region during the forecast period is expected to be Asia-Pacific. The various regions covered in the report include Asia-Pacific, Western Europe, Eastern Europe, North America, South America, Middle East, and Africa.

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