

Why We Invested in Colektia: AI and the Future of Debt Collection

At [Mouro Capital](#), we are intrigued by the impact AI will have on financial services. Over the past few months, we've been mapping out several areas where AI will play a transformative role—from process optimization to data enrichment to customer servicing. Debt collection, and broadly speaking, the entire debt default cycle (which arguably starts long before a loan defaults), is one such area. We believe AI will impact debt collection in two significant ways:

- **Operational efficiency:** Debt collection is operationally inefficient by nature, involving a large number of people and focusing on managing exceptions. This is a prime space for AI to disrupt, streamlining processes and reducing inefficiencies.
- **Turning a control function into a strategic asset:** Traditionally, debt collection has been viewed as the outcome of a failed underwriting decision, essentially damage control. By rethinking debt collection within the broader context of a data-driven, 360-degree customer relationship model, we can unlock substantial value—helping financial institutions become sounder while offering clients a superior, more personalized experience.

We are therefore extremely excited to be leading the Series B round of financing in [Colektia](#), a start-up leveraging AI to revolutionize debt collection across the main Spanish-speaking markets in Latin America.

This investment also ties into two other important theses that are core to our vision:

- **The emergence of B2B Fintech in Latin America:** While fintech in Latin America has traditionally focused on consumers, B2B solutions are now taking centre stage. We believe this shift will drive immense value for businesses across sectors like finance, agriculture, and logistics. Colektia is leading this movement, showing how AI-powered debt collection can enhance operational efficiency and financial outcomes for companies in the region.
- **The regionalization of Fintech in Latin America:** Each Latin American market presents unique challenges, from regulations to customer needs. Colektia exemplifies a new wave of fintech companies developing scalable, yet locally tailored, solutions that can adapt across borders. This regional approach is key to unlocking growth and creating long-term value in this diverse market.

We passed on Colektia’s previous round, mistakenly thinking that at the time their vision would be hard to realize. Gabriel and Oswaldo, with their deep commitment to execution and technological excellence, have demonstrated remarkable progress since we first met them, as evidenced by their Tier I customer base and glowing reviews. We now see that their vision is not only realizable but inevitable. As we’ve gotten to know the team better—Alan driving many of the fundraising efforts and Jorge excelling in “all things sales”—we are even more excited about what’s to come.

We look forward to partnering with Colektia and witnessing their continued success as they redefine the future of debt collection in Latin America and beyond.