



LexisNexis Risk Solutions

G-Cloud 14 Framework

LexisNexis® TracelQ® Pricing Document

Contact:

LexisNexis Risk Solutions
Global Reach, Dunleavy Drive
Cardiff, CF11 0SN
Office: 029 2067 8555
Email: uk-irl-enquiry@lexisnexisrisk.com



This proposal includes data that must not be disclosed outside of your organization or any other service necessary for the processing of an order, and must not be duplicated, used or disclosed, in whole or in part, for purposes other than the evaluation of this proposal. If, however, a contract is awarded to that offeror as a result of or in connection with the submission of such data, your organization has the right to duplicate, use or disclose the data to the extent provided for in the resulting contract. The entire proposal is subject to the restrictions contained herein. In addition, such data is exempt from disclosure under, where applicable, the Freedom of Information Act, 5 U.S.C. 522(b)(3) and (4) and the Freedom of Information Act 2022. LexisNexis and the Knowledge Burst logo are registered trademarks of RELX Inc. © 2024 LexisNexis.

Table of Contents

LexisNexis® TracelQ®	3
Service and Support.....	6
Additional Information.....	6
Managed access account for multiple users	6
Credits and Search Templates	6
Trial and Demonstration Options.....	7
Account Support.....	7
Training	7
Support.....	7
How will I be charged?	8
License Options.....	9
Contract Terms.....	10

LexisNexis® TracelQ®

Established by leading tracing experts, TracelQ provides a range of services to help you obtain the information you are searching for, quickly and efficiently. Our combination of extensive tracing knowledge, the latest technology and accumulated industry leading data, provides you with a market leading tracing and investigation web application.

Whichever business sector you operate in, our portfolio of tracing solutions offers access to a wealth of consumer reference data, enabling you to find gone aways, locate lost customers, conduct debtor tracing, and reunite customers with their assets.



TracelQ provides direct access to some of the most comprehensive consumer and business datasets in the UK; which are continually updated, and many are unique to us. Experian® and Equifax® credit header data is updated every 30 days, with most other data sources being updated more frequently. In addition, we also offer a range of premium datasets, which can significantly enhance tracing and investigation productivity.

Leveraging this data universe with proprietary statistical linking technology in combination with our own unique identifier, LexID®, we resolve, match and manage information for over 56 million UK consumer identities.

The dataset contains c.30 years of history of where consumers have lived, together with any changes in names through marriage or divorce, as well as access to contact details (where available in a GDPR compliant way) for contacting consumers beyond the use of sending a letter.

It is this reference dataset that underpins TracelQ to help establish a single, more holistic view of your customers which can significantly increase the likelihood of tracing and contacting your customers and give greater assurance in making risk-based customer decisions.

TracelQ allows you to create search templates, which you can save and use again. Search templates enable you to select the datasets you want to use, specify whether they should be automatically searched or 'on click' and preset advanced options to on or off. The system allows you to set-up and manage multiple teams of users and assign search templates to meet their specific needs, giving you complete control over user access and system usage throughout your organisation.

TracelQ results show the following fields where all datasets are used:

Search Criteria: TracelQ allows users to search on Name, DOB, Address (full or post code only) or Reverse Search of contact information. The minimum input required is one of the attributes such as Name only or postcode only. The system accepts partial name and DOB searches using wildcards where data is not available.

Associations: The users can search on multiple people to determine whether there is an association between them based on residency information.

Aliases: The system provides results showing previous or other aliases that the individual is known by e.g. change of name on marriage/divorce, to enable customers to trace individuals who may have changed name or are associated with fraud.

Residency: Containing all of the known residency information about an individual at a specific address, the residency section highlights the occupancy period and provides a residency score*, which gives an indication as to the likelihood of the person still living at the address.

The score is calculated based on a number of different weighted attributes and characteristics across all datasets held by LexisNexis Risk Solutions, such as recency dates, property sale date, and linked addresses amongst others.

Occupant: Provides you with names (and phone numbers where available) of all past and present occupants at the address without leaving a credit footprint, this section will list associated individuals first (i.e. people who were/are in residence at the address at the same time as the search subject), who could prove valuable in your enquiries.

Neighbour: This section will identify the closest physical neighbours to the property for use in pro-active research. Phone numbers can be provided if required, and you can specify the number of neighbours displayed up to a maximum of 20.

Address Links: This section will display highly probable address links for the subject and other occupants, created using our linking within our data universe.

Mortality Alert: This provides information obtained from our extensive mortality datasets and will highlight if an individual is deceased.

Legal: This result section will help you to build a picture of a person's financial standing; you will be presented with information from IVA, Bankruptcy, CCJ, DRO and Sequestration records.

Property: You will gain knowledge about the price paid for the property, socio- demographic data, council tax band, property type and you can also utilise our Property Register Search (PRS). PRS is a live search directly linked to Land Registry, which can confirm whether the subject currently owns the property or was the last previous owner or not and whether joint or sole ownership.

Business Search: Enables a search for a UK company entity from Companies House data. The search provides a list of the Directors of the entity and if the Director is a UK resident, the system can further search for

personal email, phone and address details of the individual. TracelQ searches for directorships by name and date of birth in addition to name and address, to ensure that any alternate business addresses are located.

Reverse Search: TracelQ has a facility to allow a search where customers can provide minimal contact information such as landline, mobile or email address to find individuals who are associated with those numbers or email addresses. Reverse search on email addresses also accesses the Email Risk data to highlight any fraud risk and social media accounts for those with Email Risk enabled.

Email Risk: Email Risk in TracelQ helps investigate fraud in the digital era. The service will flag both trusted email addresses and those used in previous instances of fraud. Understanding the associations between a name, an email address and the social media accounts, and any fraudulent activities linked to that email address, is key in building a fuller picture of an identity and clarifying doubts related to a suspicious transaction. Email Risk relies on a contributory database from LexisNexis® Emailage which has 96% coverage globally and 94% coverage of UK email addresses.



Service and Support

The TracIQ solution is delivered as a Service to users via Web Portal. The number of users is unlimited (subject to license fee) and is scalable to meet your requirements. The system is replicated across dual hot-active data centres providing high availability of at least 99.5%. As the solution is web based, it can be accessed from any location including outside the EU if required, subject to your own data privacy requirements. A limited web service API is also available to perform a search.

User and administrator training are provided by our Education team to ensure your users are making the most of your investment in the tool. Customer support is provided, with UK based staff during normal working hours. Outside of these hours, there is an emergency team who can deal with issues such as service unavailability and user lockouts.

We hold the globally recognised ISO27001 Information Security certification, which acknowledges our framework and procedures for data security and confidentiality are of the highest standard. To sustain this certification our employees are continually trained, and we regularly undertake third party audits to ensure adherence to the stringent security management system.

Your LexisNexis Risk Solutions Account Manager, is allocated as the point of contact for you through implementation and for the duration of the contract to answer any LexisNexis Risk Solutions-related questions, ensure all contract obligations are being met, identify continuous improvement opportunities and recommend other LexisNexis Risk Solutions products and services that can benefit you. Typically, quarterly business reviews are held (in person or via telephone as required). We use multiple feedback channels to collect and implement customer feedback to ensure customers are satisfied and to incorporate potential enhancements into our products.

Additional Information

Managed access account for multiple users

If your business needs to conduct high volume tracing with multiple users, a Smartuser account enables you to create activity focused teams with bespoke search templates tailored to their specific needs. You can also monitor, regulate and report on usage and productivity at an individual user and team level.

Credits and Search Templates

The number of credits you use during a search depends on the configuration of your search template and the amount of detail you want to include within your search.

Our training team will guide you through setting up a template relevant to your requirements as part of the initial training session.

Please see the Pricing Options section for a full breakdown of each of the Tariff sets.

Trial and Demonstration Options

The TracIQ solution can be demonstrated either face-to-face or via a webinar based on requirements.

In addition, we can offer a short term trial for a fixed period with access to a capped number of credits. This will give you the opportunity to test the features of the system and record the results to be shared back with LexisNexis Risk Solutions to assist you in the evaluation of the solution.

Account Support

Training

We understand that it can take a little time before everyone feels totally confident and at ease with a new system, which is why our experienced team are on hand to provide extensive training. In addition to complimentary telephone support, you can also choose to have a dedicated trainer join you on site.

Support

You will be provided with an experienced Account Manager from the LexisNexis Risk Solutions team to assist you with the running of the contract and any queries. In addition, you can also contact the Sales Support Team within Monday – Friday business hours or the G-Cloud Framework contact.

How will I be charged?

Standard and Premium Datasets

A TraceIQ® Smartuser account provides access for multiple users under a credit charging system. There are two types of credits in use within the system, Standard and Premium. Standard credits are charged whenever you use the datasets or data groups listed in the tables below.

Dataset/Dataset Group (Tariff A)	
1 credit for all	Residency
	Property
	Online*
	Occupant
	Potential Links
	You can select as many of these datasets/dataset groups as you <u>wish</u> and you'll only be charged 1 standard credit.
	For example, you could select 2 datasets/dataset groups and you would still only be charged 1 credit
	When you conduct a search, a credit for 'Tariff A' datasets/dataset groups is charged at the preview stage

Dataset/Dataset Group (Tariff B)	
1 credit each	Insolvency
	Companies House
	Mortality Alert
	Birth
	Death
	Marriage
	Neighbour
	Each of these datasets/dataset groups is subject to a 1 standard credit charge.
	For example, select 2 datasets/dataset groups and you'll be charged 2 standard credits.
	Credits for 'Tariff B' datasets are charged when you open a <u>TraceIQ®</u> report or, if you utilise our 'click to search' function, when the relevant link is clicked with the report

Premium credits are charged when you use any of the premium datasets below.

Premium Dataset	
Director Register	Each of these datasets provides you with valuable additional background information and is subject to its own <u>particular credit charges</u> . Volume related discounts are available on all premium credit datasets.
Property Register Search	
Telephone Director* (Residential & Business)	If you need to use premium credits on a continuous basis, <u>TraceIQ®</u> can be configured so that the relevant premium dataset is automatically utilised when you conduct a search. However, if you want to use the <u>economically</u> they can be searched on demand from the report itself by using our 'click to search' function; allowing you to only use premium credits when you need to
County Court Judgements	
Death Registration Information	
Email Risk	

* Telephone Directory credits are automatically charged at the preview stage

License Options

In order to maximise the effectiveness of the TracelQ solution our customers combine packages of both the Standard and Premium credits which allow them to access the data as and when they require to validate information and accurately trace individuals.

For customers of the G-Cloud Framework we have put together the following *bespoke packages exclusively for our Public Sector customers*.

Included in the Contract	Price per annum
<ul style="list-style-type: none">• 500 Standard Credits• 500 BT OSIS Credits• 500 Mobile Validation Credits• 500 Landline Credits• 100 Director Register Credits• 100 Property Register Search Credits• 100 Country Court Judgements Credits	£1500* + VAT

Included in the Contract	Price per annum
<ul style="list-style-type: none">• 10,000 Standard Credits• 10,000 BT OSIS Credits• 7,500 Mobile Validation Credits• 1,000 Landline Credits• 1,500 Director Register Credits• 500 Property Register Search Credits• 4,000 Country Court Judgements Credits• 100 Death Register Credits• 1,000 Email Risk Credits	£7500* + VAT

Included in the Contract	Price per annum
<ul style="list-style-type: none">• 100,000 Standard Credits• 100,000 BT OSIS Credits• 25,000 Mobile Verification Credits• 2,500 Property Register Search Credits• 20,000 Country Court Judgements Credits• 10,000 Email Risk Credits	£30,000* + VAT

*Royal Mail PAF Public Sector Licensees can be found on the link below. Any organisation taking on the TracelQ service and not listed here will be charged the standard user rate per user for access. Royal Mail PAF rate per user at 07/05/2024 is £78.00. A user is required for each person that will be using any credits. https://licensingcentre.poweredbypaf.com/data/licence/list_of_licensed_organisations.pdf?cache=5cd3044e37470

The above pricing is based on an interactive on-line service.

Contract Terms

The contracts above are standard packages provided by LexisNexis Risk Solutions as part of the G-Cloud Framework agreement only.

Minimum contract is £1,500 + VAT.

Please note that there are bespoke product terms applicable to the solution in addition to the Call-off form.