



Boost revenue collection with CitizenView Plus

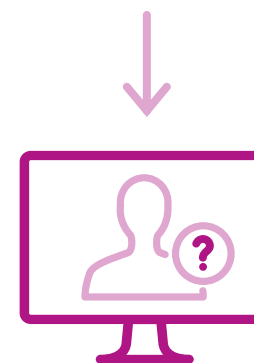
Experian Collection and Trace Solutions

A web-based system that boosts revenue collection and aids debt recovery.

Developed specifically for use by the public sector and housing associations.

Reduces the cost of revenue recovery actions and helps to improve operational efficiency.

CitizenView Plus



Three key service areas



Investigation



Debtor



Trace

[CitizenView Plus Home](#)[Investigation Services](#)[Debtor Services](#)[Trace Service](#)[Case Management](#)[Log Out](#)[CitizenView Plus Help](#)[Privacy Policy](#)

Welcome to CitizenView Plus

Investigation Services

Governed by regulatory control, The Investigation Service enables authorised users to make appropriate and informed decisions in regards to entitlement, eligibility, assessment, debt management and recovery. This service can provide comprehensive financial details of an individual compliantly targeting Experian's databases of over 700 million records.

Debtor Services

The Debtor Service enables users to take action on the most appropriate time to take the opportunity to secure a payment by recommending appropriate steps through access to up-to-date information. This service will help reduce bad debt charges by improving the rate at which accounts roll over early collections to later stages, as a consequence will help reduce collections and recovery costs.

Trace Service

The Trace Service enables organisations to locate individuals and can confirm if a person is still active living at an address and identify their most recent address. If address details for an individual are not available, you can identify an individual by using name and date of birth details only.

Case Management

This facility enables a user to view all searches performed within the platform and appropriate view the original reports associated with the search. A retrieved search can also be re-performed to view the most up to date information relating to the service chosen.

Who uses it?



Local authority revenues and benefits departments for debtor tracing, collections, benefit fraud, sundry debt collection.



Housing associations for former tenant arrears and fraudulent application checks.

Compliant use cases

Council Tax Recovery

Local Authority benefit overpayments

Recovery of former tenant rental arrears

Recovery of tax credits

DWP benefit overpayments

HMCTS Fines

HMRC Tax recovery

Social Housing Sub-letting Fraud following Social Housing Tenancy Verification only

Sundry Debt Tracing and Recovery

NNDR Recovery

Homeless Housing Application with consent

General Housing Application with consent



Investigation Services

Governed by regulatory control, Investigation Services enables authorised users to make appropriate and informed decisions with regards to entitlement, eligibility assessment, debt management and recovery.



This service can provide comprehensive and compliant financial details of an individual.



With CitizenView Plus and web-based access to Experian's **+700m credit records.**

Debtor Services

Works as part of a strategic collections and recoveries operation.



Integrates comprehensive consumer information and analytics to ensure that every action is designed to maximise the chance of repayment.



Helps reduce bad debt charges by improving the rate at which accounts roll form early collections to later stages, and as a consequence, will help reduce collections and recovery costs.

Trace Services

One problem facing organisations is knowing that an individual owes debt – but not knowing their location in order to contact them and recover that debt.



The Trace Service enables organisations to locate individuals. You can confirm if a person is still actively living at an address or identify their most recent address.



If address details for an individual are not available, you can identify an address by using name and date of birth details only.

Case Management

To manage active and closed cases, it is important to have an easy-to-use tool that gives you quick access to existing search results.



This facility enables a user to view all searches performed within the past 12 months and where appropriate view the original reports associated with the search.



A retrieved search can also be reprocessed with the most up to date information relating to the service chosen.

Key Benefits

- ✓ Land Registry Home Ownership Verification.
- ✓ Powerful telephone tracing targeting Experian's credit application database.
- ✓ Ability to trace by name and date of birth when you don't have an address.
- ✓ Continually monitor customers and be alerted of changes to their data.
- ✓ Tiered user access, which controls how much functionality and data each user has access to.
- ✓ Detailed collections strategy available for debtors.
- ✓ Case Management allows you to review and reprocess previous searches and traces.
- ✓ Auditors can see all searches undertaken on their account.
Export results to an Excel file.



To see how Experian can help your organisation to prioritise and recover more debt contact us at **0844 481 9920**, **businessuk@experian.com** or **experian.co.uk**

Registered office address: The Sir John Peace Building, Experian Way, NG2 Business Park, Nottingham, NG80 1ZZ

© Experian 2023. Experian Ltd is authorised and regulated by the Financial Conduct Authority. Experian Ltd is registered in England and Wales under company registration number 653331. The word "EXPERIAN" and the graphical device are trademarks of Experian and/or its associated companies and may be registered in the EU, USA and other countries. The graphical device is a registered Community design in the EU. All rights reserved. Experian Public.