



Trace and recover more debt in the Public sector

Drive your collections process with enriched
customer data and insight



Experian's Debt Prioritisation Service (DPS) processes large volumes of data quickly, returning a key output report in a clear and simple format so you can automate timely manual decisions and focus your resource on the most rewarding outcomes.

With our Propensity to Pay score segment customers at speed, collect quicker from those with a higher ability to pay or allocate additional support where needed for the financially vulnerable.

Append or enrich your customer records with value-added insight such as Bankruptcy, CCJ or IVA data or flag when a customer is deceased.

Increase operational efficiency and streamline your collections process. Collect more, quicker.



Business Benefits at a glance



Trace and recover more debt through segmenting customers and targeting those who are more able to pay



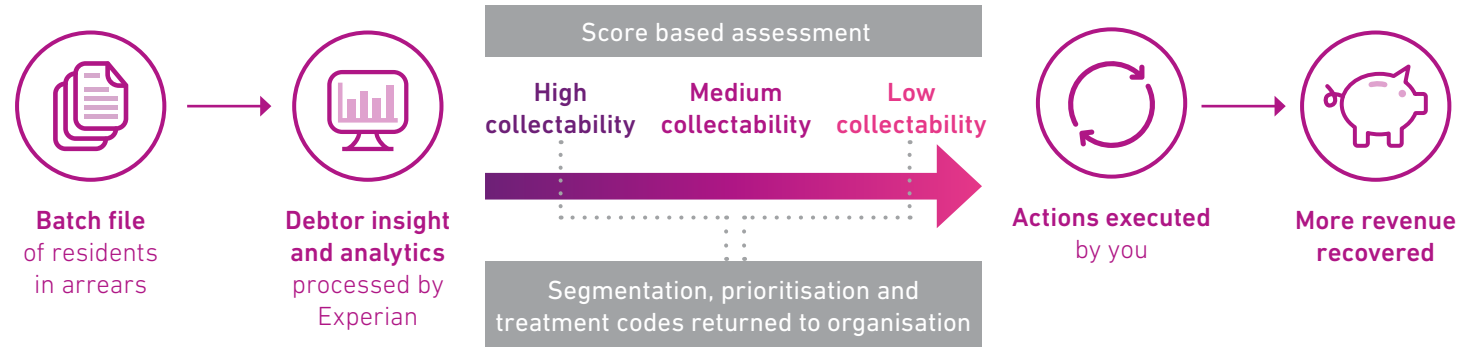
Save wasted time and money by reducing manual labour-intensive searching and processing large batches of data, fast



Support your customers better by understanding their circumstances and financial commitments, agree the most appropriate repayment plans and support the vulnerable



Quick and easy to implement. Enhance your data in batches, with a fast turnaround even for high volumes of accounts.



Experian's DPS solution recently supported Lewisham Council to...

Segment and target 36%

of their debt portfolio who have the funds available to clear their outstanding debt

Identify £10.9m

worth of recoverable debt

Help 731 vulnerable customers

who are now receiving financial support

To find out more, please contact your Experian representative

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Lewisham decided to use Experian's Debt Prioritisation Service (DPS) to get an insight and understand the financial position of those who owe the Council money, and confirm current contact information. This proactive step allows an intelligence led focus to recovery by tailoring our collection methods according to the customers circumstances at the beginning of the process, avoiding delays or unnecessary, sometime costly further action. DPS will provide an opportunity for us to make better informed decisions regarding recovery so we are focusing our resources on collecting from those who can afford to pay, whilst supporting/sign posting those who cannot, so we are able to manage our total outstanding debt efficiently and bring essential revenue back into the Council.

Sophie Ayscough, Corporate Debt Collection Manager, Lewisham Council

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Sandwell MBC understand the importance of knowing your debtor base to allow more effective and targeted recovery methods, in order to maximise income for much needed services for the constituents of Sandwell. We have been working with Experian using their Debt Prioritisation Service (DPS). This has given us much needed intelligence allowing intergration into our existing processes and procedures, enabling a sharper focus on propensity to pay and allows us the time to help the more vulnerable debtors identified.

Anthony Griffiths, Recovery Manager, Sandwell Metropolitan Borough Council





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