



LexisNexis Risk Solutions

G-Cloud 15 Framework

LexisNexis® TracelQ® Pricing Document

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LexisNexis® TracelQ®

TracelQ uses data input to search the LexisNexis Risk Solutions (LNRS) reference dataset to confirm whether:

- the citizen is still alive
- are they living at the given address
- if not, can they be traced to a new address
- are there additional contact details for the citizen: email / mobile or landline number
- what else is known about the citizen: CCJs, IVA, bankruptcies, directorships and property ownership details.

TracelQ searches can be undertaken with simply a name, an address or a phone number, however increasing the information input reduces the number of possible matches, making follow up activity more efficient to locate and connect with the correct citizen.



TracelQ provides direct access to the most comprehensive consumer and business datasets in the UK; which are continually updated, including the use of LNRS proprietary data. Experian® and Equifax® credit header data (name, address and DOB information) 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.

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 (any contact data returned is GDPR compliant and permissioned for use by 3rd parties) for contacting consumers beyond the use of sending letters.

It is this reference dataset that underpins TracelQ which can significantly increase the likelihood of tracing and contacting your customers and give greater confidence in making risk-based customer decisions.

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/Financial:** This result section will help you to build a picture of a person's financial standing; you will be presented with information from Bankruptcy, CCJ, and insolvencies.
- **Property:** You will gain knowledge about the price paid for the property, 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/individuals 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 TraceIQ solution is typically delivered as a Service to users via a 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 data privacy requirements.

For large scale users an API version of TraceIQ is also available.

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.

Your LexisNexis Risk Solutions Account Manager serves as your dedicated point of contact throughout implementation and the duration of the contract, addressing any questions and ensuring all contract obligations are met. Supporting this relationship, our Solutions Consultants work collaboratively with both your Account Manager and Support team to provide insight and best practices,, identify continuous improvement opportunities and recommend other LexisNexis Risk Solutions products and services that can benefit you. We also use multiple feedback channels to collect customer input, which we carefully evaluate to inform our product development and identify potential enhancements.

Additional Information

Managed access account for multiple users

If your organisation 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 TraceIQ 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. For data protection / confidentiality purposes, you would be required to accept our standard terms and conditions (<https://risk.lexisnexis.co.uk/-/media/files/terms/uk-masterterms>) for the duration of the trial.

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 different datasets as and when they require to validate information and accurately trace individuals.

The table below lists the price per search within Trace IQ:

	Less than 10,000	10,000 - 24,999	25,000 - 49,999	50,000 - 99,999	100,000 - 249,999	250,000 - 499,999	500,000 - 999,999	1,000,000 - 1,999,999	2M+
Standard searches	£0.960	£0.720	£0.500	£0.320	£0.270	£0.225	£0.168	£0.135	£0.100
Premium searches	Price on Application (POA)								

Standard searches include:

- Name/address/email/telephone/DOB search
- Linked addresses
- Mortality flagging
- Neighbours search
- Insolvency
- Business search

Premium searches include:

- County court judgements
- Company directorships
- Email fraud risk
- Landline / mobile verification
- Property registers searches

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.

What isn't included in the price: Any enhancements to the product during the term of the contract.