



LexisNexis Risk Solutions

G-Cloud 15 Framework

LexisNexis® Smartcleanse® Pricing Document

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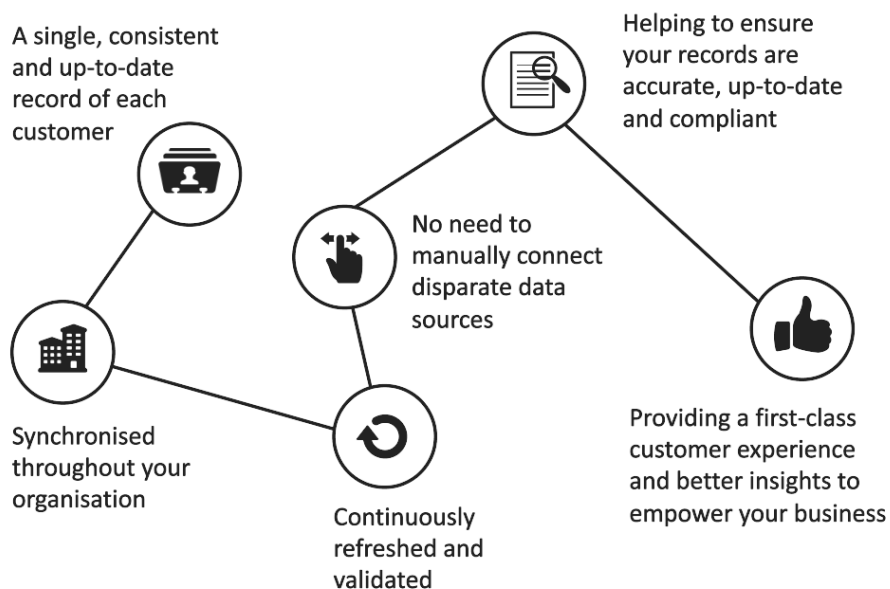
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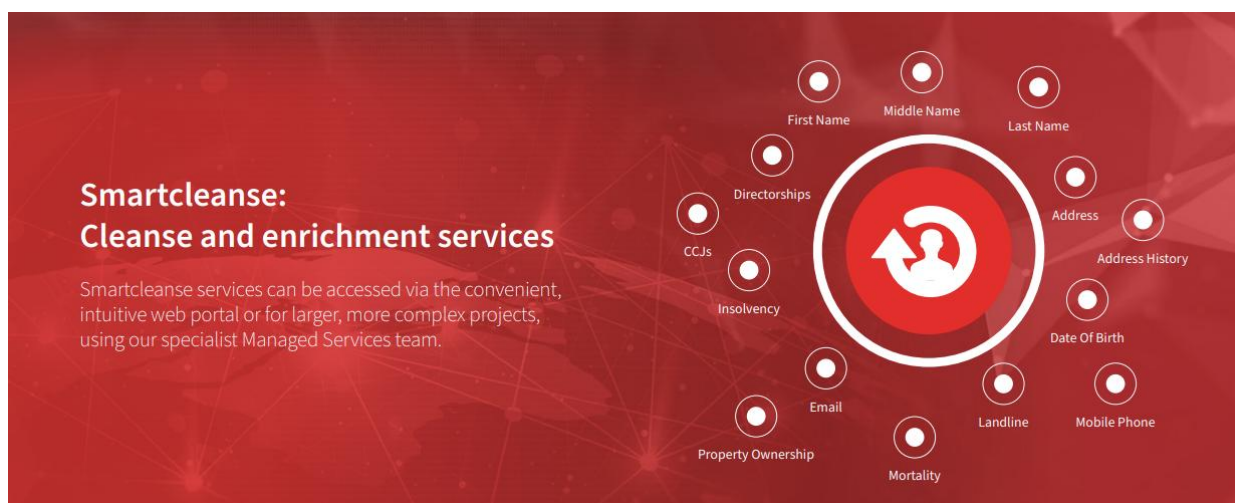
LexisNexis® Smartcleanse®

LexisNexis® Smartcleanse® offers a proactive approach to cleanse, enrich and consolidate your customer data at scale using a suite of data management services, which uncover deep customer insights to help improve outcomes for you and your customers.

Our market-leading product suite is highly successful in addressing business challenges around data, creating customer insights regarding the following:

- Mortality Screening
- Confidence of Address and Tracing
- Financial status indicators
- Personal Data Change
- Mobile, landline and email appends
- Unique Record Identifier - LexID





How businesses have benefited from Smartcleanse



Financial Services

- Support Consumer Duty adherence – good quality data is a fundamental prerequisite of understanding and communicating appropriately with customers
- Assure asset reunification
- Facilitate a single customer view
- Tackle the risk of deceased fraud



Life and Pensions

- Re-engage with lost members
- Enable digital transformation
- Proactively manage processes around mortality and reduce overpayments
- Understand the risk exposure of your pension scheme
- Limit fraud



Utility Providers

- Help identify and connect with vulnerable customers for inclusion on the Priority Service Register
- Facilitate a single customer view across multiple services
- Track individuals as they move from one property to another
- Improve communication success regarding advance notice of network work, faults or outages and for correct compensation pay outs



Collections and Recovery

- Connect with pre-delinquent customers for better outcomes
- Find previously 'uncontactables'
- Recover more money owed



Collection Agencies

- Quickly locate and contact debtors
- Improve confidence in debtor book valuation
- Consolidate associated customer records across multiple debtor files
- Focus efforts and maximise returns through segmentation

Service and Support

The Smartcleanse solution is delivered as a Service to users via either a self-service Portal or LNRS Managed Services team. The system is replicated across dual hot-active data centres providing high availability of at least 99.5%.

User and administrator training is 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.

Free Trials

Available as an Audit report based on processing input file submitted. For data protection / confidentiality purposes, you would be required to sign an NDA and accept our standard terms and conditions (<https://risk.lexisnexis.co.uk/-/media/files/terms/uk-masterterms>) for the duration of the trial.

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.

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. You can also contact the Sales Support Team within Monday – Friday business hours.

License Options

LexisNexis® Smartcleanse® Service	Description	Fee	Fee basis
Consumer Data Matching	Appends a LexID® record to an input record when a match is found in the LexisNexis® Risk Solutions reference data. Additionally best name and DOB are output, based on the number of sources and recency of information for an individual record. This includes match confidence scores and match codes together with data source counts.	£0.09	PRP
Address Cleansing	Standardises the input address into the Royal Mail PAF address format.	£0.03	PRP
Existence Check	Checks whether LexisNexis® Risk Solutions have evidence the person lives at the address supplied by the client, alongside reason codes on why their residency may be goneaway or unverified.	£0.15	PRP
Mortality Check	Checks whether the input record matches any record held in LexisNexis® Risk Solutions' deceased data sources, and provides confidence flags and details of the deceased record for comparison. The deceased sources used are DDRI, Halo and GRO.	£0.20	PRP
Person Trace	Determines whether LexisNexis® Risk Solutions hold a more recent address for the citizen on the input record based on their data footprint.	£0.32 £4.00	PRP Per hit
Financial Indicators	Checks individuals for derogatory sources (which are CCJs and Insolvencies) and neutral sources (which are Directorships, Property Ownership, and Property Value).	£0.18	PRP
Phone Match – Landline	Appends up to 3 landline numbers to input record with recency dates, and the number that LexisNexis® Risk Solutions considers to be the best to contact.	£0.10 £0.20	PRP Per hit
Phone Match – Mobile	Appends up to 3 mobile numbers to input record with recency dates, and the number that LexisNexis® Risk Solutions considers to be the best to contact.	£0.14 £0.30	PRP Per hit
Email Match	Appends up to 3 email addresses to input record	£0.07 £0.30	PRP Per hit
Consumer Data Monitoring	All services above can be set up on a monitored basis for Managed Services customers. This runs a Smartcleanse® job against all the services selected for the dataset provided, on a defined frequency (weekly/monthly/quarterly/yearly), to alert the user of any changes in their data.	POA - depends on services required	

Pricing notes:

The pricing table above relates to processing up to 25,000 records; discounts will be given where volumes exceed 25,000 records or multiple services are taken for the same project.

PRP: fees charged on per input record processed

Per hit: fees charged based on number of records matched e.g. number of traced records provided

Where LNRS Managed Services team completes the processing there is a minimum file processing fee of £350 or via the portal of which there is no upload fee.

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

Contract Terms

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

1. Term: Minimum Term Requirement is 12 months unless contracted for One off batch processing.

2. Minimum Commitment: Minimum annual purchase of £5,000 for an Annual Agreement or £1,000 for One-Time purchase + VAT.