TransUnion

CallMonitor

Daily Alert service notifies you when your customers' financial situations have changed

Get daily alerts regarding noteworthy changes to your customers' financial situations, helping you:

- Stay on top of Consumer Duty regulations
- Put your customers first
- Lend more responsibly
- Better compete

With consumers under more financial pressure than ever before, it's crucial lenders provide finance responsibly to prevent arrears and grow business sustainably. Lenders need to identify customers experiencing financial stress to provide support at the earliest opportunity in line with FCA Consumer Duty requirements.

With CallMonitor, you're alerted to significant changes in your customers' financial situations, including CCJs, new loans, cash advances or defaults on credit agreements. This helps inform your decision-making; for instance, when to offer a payment holiday or manage exposure limits.

CallMonitor solution overview

→ **Tap into 300 configurable daily alerts** using SHARE data, public information and more. We work with you to determine which alerts will best meet your business needs through a retrospective analysis.

→ **CallMonitor Cure and Delinquency Scores** help determine which customers are likely to be in a better or worse position in a three-month period.

Visit: **transunion.co.uk/product/call-monitor**

CallMonitor Daily Alerts benefits you and your customers

Reduce risk

→ Know when your customers are showing signs of financial stress to provide early support

→ Recognize which customers to remove from cross-selling and upselling campaigns

Adhere to FCA Consumer Duty requirements

→ Proactively identify financially stressed customers to offer assistance to, helping prevent them from falling into arrears and becoming over indebted

Enhance fraud prevention

→ Receive alerts to potential warning flags for Credit Industry Fraud Avoidance System (CIFAS) filings, notifications of a change of address and deceased indicators for further investigation, helping you get ahead of potential fraud

Grow business with care

→ Identify resilient, low-risk customers to responsibly extend offers to

→ Use the Cure Score to segment debtors and determine which are better able to repay

Put customers first and stay ahead of the competition

→ Better understand and tend to customer situations to cultivate loyalty and increase referrals

→ Proactively engage consumers to help limit the need for imposing collections processes

Discover how CallMonitor Daily Alerts can help strengthen your customer relationships, reduce risk and position your business for sustainable growth.

Get in touch by calling **0113 388 4300** or visit **transunion.co.uk/product/call-monitor**

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