



Digital Collections

Product Sheet



Our new digitally led and data powered solution to empower your customers to engage in the collections process at a time and pace that suits them.

The ability to engage digitally is a customer expectation. Regulation is demanding ever higher quality and capability for customer engagement, and understanding the customer circumstance and being able to adapt to that is critical to achieving good outcomes – for all parties. Empowering customers to self-serve at a time and manner that suits them and their circumstances can not only reduce pressure on your operation but also deliver better outcomes.

60%

of consumers say they prefer digital self-service tools for customer support, such as an online knowledge base, app or chatbot.

Source: Forbes



Increase your collections performance

By using Equifax's Digital Collections solution underpinned by greater insight into your customers' financial circumstances, improve engagement rates and achieve fair, sustainable outcomes. Manage your customers' needs by providing them with a journey which is customised to their individual requirements.

#SharperFocusWithData



In the last 12 months, web portal usage has increased by

200%

Source: TDX Group



Features



Omni-channel communications

Flexible, configurable communication aligned to your customers' circumstances... SMS, email, a dynamic online journey and support for voice follow up.



Data driven customer journeys

Our rich bureau data and practitioner expertise powers decisions on the channel, time, tone and frequency of customer contact activity, with tailored journeys and communications for your customers' needs.



Affordability based flexible payment options

Frictionless, self-serve capability for customers to pay in full or customise affordable payment plans with the option of utilising Open Banking or manual I&E capture.



Actively managed portfolio

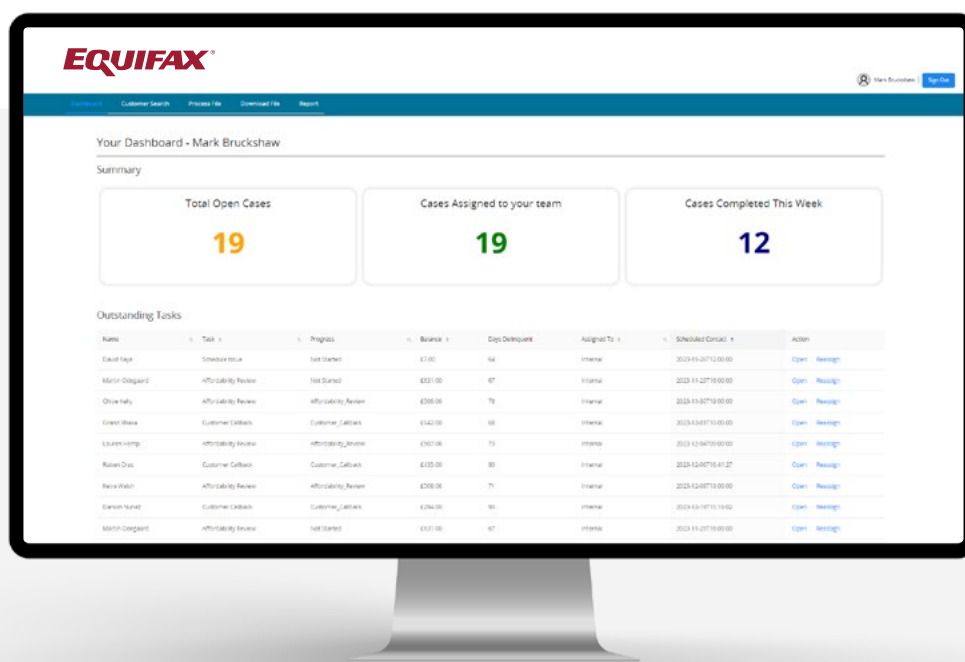
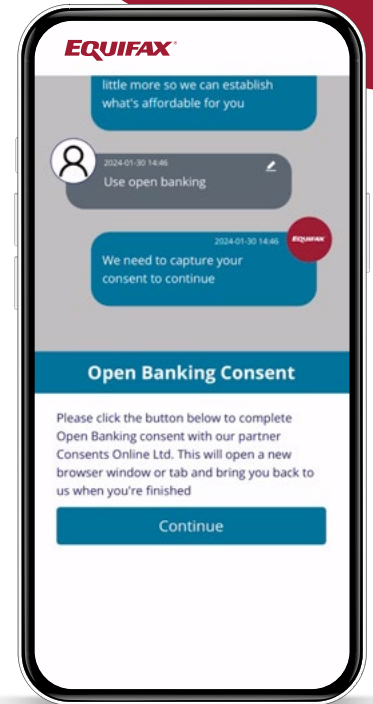
Machine learning and analyst managed customer journeys, insight and performance reviews to drive continuous improvement and provide the transparency and understanding of your customers.



How does it work?

Flexibility is centric to the design of the Equifax Digital Collections platform.

- Understanding your business, operation and policies is a key first step to ensuring a **seamless and consistent customer experience** – supported by the white label design
- We enrich your customers with Insight data to help **inform contact activities, the customer journey, define payment parameters** and more – aligned to your needs
- Active portfolio management means we are **constantly monitoring, testing and adapting** based on the outcomes observed, any changes to your upstream operation, and customer needs
- Comprehensive Agent screens enable journey exceptions to be supported by voice follow ups to ensure **resolution of that customer situation**
- Configuration, not customisation, to drive **faster onboarding** to our cloud infrastructure with flexible Integration via API or flat files
- Real-time reporting suite to enable **detailed understanding of operational and portfolio performance**
- Utilise your payment gateway to enable **real-time cash management** supported by customer communications, confirmations, reminders and follow ups to manage agreements.



16%

of consumers set up payment plans between midnight and 6am on self-service platforms.

Source: Credit Connect



How can Digital Collections benefit your organisation?

- Improve operational efficiencies, audit and transparency
- Better customer journeys by empowering them to engage how they want
- Rehabilitate customers earlier – reducing churn and bed debt impact
- Reduce contact costs of physical channels
- Reduce inbound call centre traffic
- IT light through our cloud hosting
- Our flexible support model can evolve with your organisational needs.

EQUIFAX

Are you able to pay the whole amount?

One off payment

► Reasons:

£506.06

Select

Can't pay the whole amount

► Reasons:

Select

Submit



Why Equifax?

Equifax's unique ability to combine cutting edge technology, deep data assets and intuitive analytics in a single solution, will support you in delivering better customer outcomes, and achieving your collections objectives.

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