

Capita International Address Tracing - Forensic & Residency Screening

Service Definition

G-Cloud 15



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1 Overview

Capita's International Tracing service helps organisations confirm overseas addresses when standard tracing fails. It is designed for public sector bodies, pension schemes, and financial institutions managing global citizens or members, including those linked to high-value debt or complex remediation cases.

The service combines two stages: Batch Residency Checks and Forensic Gone Away Tracing. Batch checks quickly confirm if an individual still lives at the address held, using government, credit, property, utilities, and telecom data from over 39 countries. Results are provided as confirmed, partial, or negative matches without leaving any footprint on credit history.

Where batch checks are inconclusive or negative, forensic tracing applies advanced research techniques on a case-by-case basis. This includes jurisdiction-specific data analysis, genealogical research, social media checks, and occupational link investigations. Forensic tracing also examines UK connections for expats, using historic address data and family networks to improve accuracy.

Each case is reviewed individually, and results are auditable and graded for clarity. This approach reduces fraud risk, improves data accuracy, and supports compliance with international standards. It enables organisations to reconnect with overseas customers or citizens effectively, manage high-value debt recovery, and complete global remediation strategies efficiently.

2 Service Features

1. Batch residency checks across 39+ countries
 2. Uses government, credit, property, and utility data
 3. Forensic tracing for complex or gone-away cases
 4. Jurisdiction-specific research and socio-demographic analysis
 5. Genealogical and occupational link investigations
 6. Optional customer ID verification via our secure eVON™ portal
 7. Full audit trail and confidence grading
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3 Service Benefits

1. Confirms overseas residency quickly and accurately
 2. Reduces fraud and payment errors for global citizens
 3. Supports compliance with international data standards
 4. Enables proactive engagement and digital self-service
 5. Improves operational efficiency and cost control
 6. Provides clear, actionable results for remediation and outreach
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4 Service Scope

This service includes a managed data enrichment program delivered on a project-by-project basis. Data will be provided for each project in the agreed format and upload files via secure transfer methods such as SFTP, ensuring compliance with ISO/IEC 27001. All data is securely stored in the UK, and the service complies with industry security standards.

No additional software installation is required.

Flexible scheduling for uploads and confirmation of receipt are provided by our client relationship team, who provide support during our standard working hours (Monday–Friday, 9am–5pm). This includes support for general or technical queries.

Pricing operates on a tiered rate card aligned to volume and service type.

5 Disclaimer

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