

Capita Batch Address & Mortality Tracing Services

Service Definition

G-Cloud 15



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1 Overview

Capita's Batch Tracing helps public sector organisations confirm an individual's residential status at scale. It verifies if someone is living at their stated address, has moved to a new address, or is deceased. This service solves the challenge of inaccurate or outdated contact details, which can impact debt recovery, pension administration, and citizen engagement.

We use a proven methodology that overlays multiple trusted data sources, including credit reference data, electoral roll, utilities, mobile providers, and Disclosure of Death Registration Information (DDRI). This approach delivers high-confidence matches supported by clear evidence.

Results are graded for certainty—Platinum, Gold, Silver, or Bronze—based on the strength of financial and non-financial indicators. All outputs are audited and categorised for easy interpretation.

Batch Tracing is fully customisable. We work with each organisation to define data processing rules, output formats, and integration points, ensuring compliance and operational fit. Secure data transfer and detailed reporting are included, with metrics on success rates and confidence levels.

This service is designed for public sector teams managing asset reunification, debt recovery, or benefits administration, providing accurate, compliant, and actionable address & mortality data

2 Service Features

1. Automated bespoke data cleansing pre credit reference submission
 2. Flexible customer searches based on the data you have available
 3. Digital contact data such as telephones and landlines (if available)
 4. Auditable granular evidence of matching criteria for each traced address
 5. Concise confidence graded results based on strength of evidence
 6. DDRI membership for mortality screening including confidence grading
 7. Data integrity analysis to ensure high quality results
 8. Easy to digest output file, including mailing address tab.
 9. MI report with grading summary and recommended treatment strategies
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3 Service Benefits

1. Substantially reduce negative records, ensuring cleaner, more accurate data.
 2. Reconnect with lost individuals using confidence graded results
 3. Reconnect lost customers rapidly through large-scale tracing
 4. One clear output file allowing you to make informed decisions
 5. Maintain trustworthy customer data aligned with regulatory standards
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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 is 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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