

The Equifax logo is displayed in white, bold, italicized capital letters within a dark red square. A registered trademark symbol (®) is located at the top right of the word.

EQUIFAX®

Portfolio Management Solutions

Complete the Credit Risk Picture with Equifax



Are you making use of all the available insight to manage risk within your customer base? With the introduction of Comprehensive Credit Reporting, the opportunity has never been greater across your product portfolios.

Insights at every stage of the credit risk lifecycle...



How do you manage credit risk with a limited view of a customer's credit activities?

International Best Practice

Globally, it is best practice for credit providers to have portfolio management solutions that utilise data from credit bureaus.

With data from your internal systems only you may not know:

- If an up-to-date customer is experiencing financial difficulty elsewhere
- If a customer in early collections is likely to self-cure
- If a customer in late collections is likely to recover.

Portfolio Management Solutions by Equifax provide external insights to assist your business in completing the credit risk picture of your existing customers.

Current Account Management

By knowing which of your up-to-date customers are experiencing financial difficulty elsewhere, you can improve your marketing and reduce your risk exposure by determining:

- Am I offering my product to the right individuals in marketing campaigns?
- Should I authorise a transaction over the limit?
- Should I remove or reduce the shadow limit?
- Is the credit card debt manageable or should I reduce the expiry dates at renewal?
- Should I flag them for collection immediately if they miss a payment?

Collections

By identifying which customers are likely to self-cure, you can improve customer experience and optimise collections activities by determining:

- Should I chase immediately or send a friendly text and give customers a chance to catch-up on missed payments?
- Have I taken all the appropriate steps to contact customers before defaulting?
- How do I perform skip traces when attempts to contact their last known address fail?

Recoveries

By knowing which customers in late collections are likely to recover, you can improve your return on investment by:

- Identifying which accounts you should sell to maximise yields
- Identifying which accounts are bankrupt to exclude from sale and protect your reputation
- Determine how to price your debt for sale

It's not just about the past...



Portfolio Management Solutions allow you to:

Monitor the Present

- Monitor your entire portfolio and be notified within 24 hours if one of your customers misses a payment or defaults at another credit provider.
- Monitor your accounts in arrears to identify who is most likely to self-cure via repayment status changes, new employment or directorships, and secured credit enquiries.
- Increase your chances of contacting customers with updated identity, address, and employment details.

Predict the Future

- Predict the likelihood of a current account experiencing a bad outcome over the next 12 months and utilise the intelligence to exclude from marketing, manage liquidity requirements, and determine appropriate action if they miss a payment.
- Predict the likelihood that an account in arrears 1 day or more will recover fully within the next 3 months and utilise this insight to prioritise your collections strategy.
- Predict which defaulted accounts will begin repaying and which you should sell to maximise yields.
- Use insights from bureau scores and predictive characteristics as inputs into your overall customer rating.

Product Suite

Portfolio Management Solutions are made up of the following products that work in unison to provide a holistic solution:

Alerts

Be warned if your up-to-date customers experience financial difficulty at another credit provider. Receive additional notifications for accounts in arrears that help determine the ability to self-cure. Improve your chances of contacting customers in collections with immediate notification of new identity, address, and employment details.

Equifax Manage®

Determine or improve your overall customer ratings with behavioural scores that predict the likelihood of up-to-date accounts experiencing a past due event. Scores can be calculated on your entire portfolio and returned for accounts classified at Significant Risk of Defaulting. Utilise scores to monitor risk levels and manage exposure.

Equifax Collect®

Improve your collections strategy with behavioural scores that predict the likelihood of your accounts in arrears recovering back to current. Scores can be calculated on all accounts in arrears by 1 day or more. Utilise scores to set the appropriate short-term strategies that maximise your collections resources and minimise operating expenses.

Equifax Recover®

Improve your return on investment with behavioural scores that predict the likelihood of recovering overdue amounts from your accounts in late collections. Utilise scores to identify which accounts you should sell to maximise yields, which accounts should be excluded from the sale to protect your reputation, and how to price your debt for sale.

Genesis Data Block™

With every behavioural score comes a data block that summarises the most predictive characteristics of the underlying data. Utilise these summary characteristics to optimise your policy rules, segment customers and tailor strategies.

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 **CONTACT US TODAY**

For more information:
equifax.com.au
13 8332