

Financial Vulnerability Identifier

Predictive analysis to
identify vulnerability within
your customer base.



Our solution adds real insight to your existing customer management or debt recovery operation.

How TDX Group can help

To help you identify financial vulnerability, we have used our unique expertise in managing debt to develop a predictive Financial Vulnerability Identifier. This uses a range of data sources to provide an assessment of cases within your customer base, highlighting those at risk of financial vulnerability, or those who are already in financial crisis.

Our solution adds real insight to your existing customer management or debt recovery operation to prevent customers from entering collections or enable fair debt resolution. Our Financial Vulnerability Identifier solution is designed to help you apply the most effective and appropriate treatment strategy depending on the customer's levels of financial vulnerability.

Key benefits of our Financial Vulnerability Identifier solution:



Better support for your vulnerable customers

We can help you drive the right support and treatment to help vulnerable customers get back into 'financial health' through early and appropriate identification and intervention. We can also help you monitor and update your view of customers that have previously been identified as vulnerable.



More effective case handling

Our data insights offer a better understanding of individual circumstances enabling you to identify financial vulnerability and handle cases more effectively, for example without completing a separate income and expenditure assessment.



Maximise sustainable payment plans

We can help you maximise sustainable payment plans through improved understanding. Vulnerability can be transient and we can help review an at risk population to identify changes in a customer's financial circumstances.



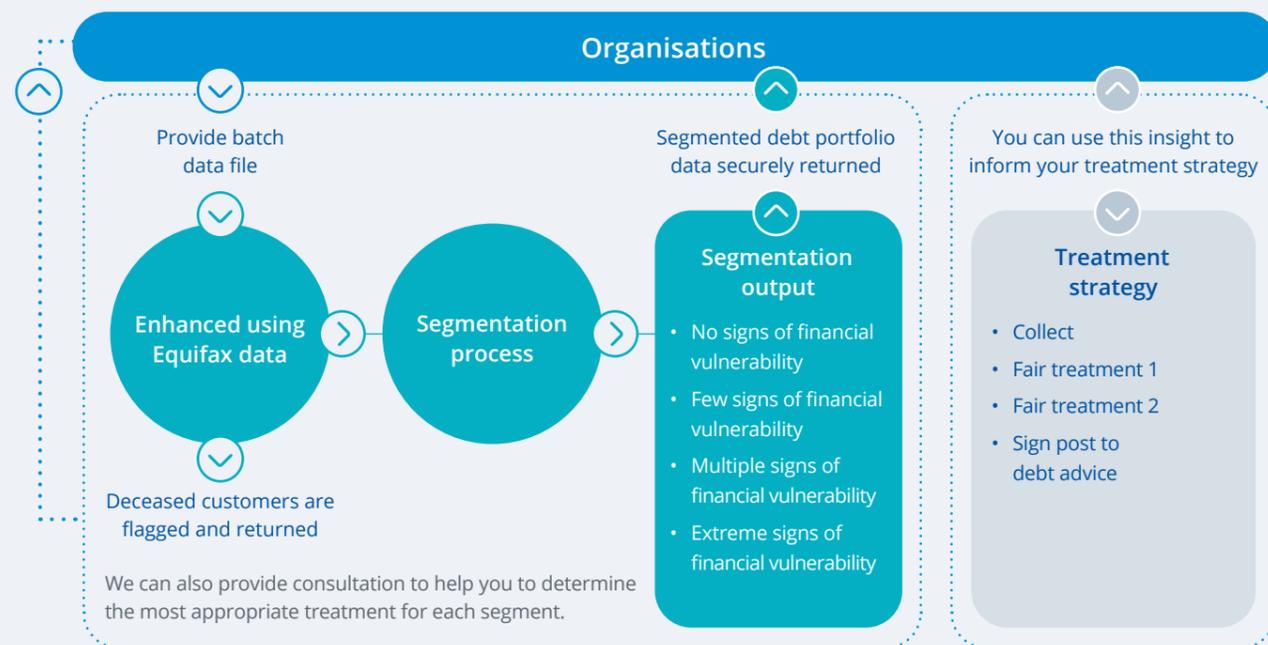
Implement more effective debt strategies

An improved understanding of your customers' financial circumstances can help you ensure optimum outcomes. There is increasing evidence to suggest that adopting a debt recovery strategy that treats individual customers fairly benefits individuals and can help to boost liquidation rates through fairer debt resolutions.



Reduce reputational risk

No organisation wants to be the subject of news stories where a vulnerable customer is adversely impacted by debt collection strategies. We can help you reduce this sort of reputational risk by helping to apply principles of fair treatment.



For more information speak to your account manager or find out more at www.tdxgroup.com

Organisations are increasingly looking to identify financial vulnerability to help ensure proactive and fair treatment of customers.

25% of the UK population could be classed as having low financial resilience.*

* Source: www.fca.org.uk

TDX Group can help you segment your debt portfolio to more accurately identify customers who are showing signs of financial vulnerability, enabling you to implement the right customer management or debt recovery strategies which are appropriate, proportionate and fair, and in line with the industry best practice.

With the increasing number of people experiencing the rising cost of living and becoming financially vulnerable, it is clear organisations are going to need to think differently about how they identify and manage vulnerability. The difficulty lies in identifying those cases where there are indicators of vulnerability. Data relating to health issues and life events is not readily available. In addition, customers are sometimes unwilling to disclose their financial status and often don't recognise they are financially vulnerable, making it difficult to identify without access to their full financial picture.

Implementing appropriate treatment strategies based on an assessment of financial vulnerability can help avoid pushing customers already struggling into a debt spiral they may find difficult to escape.

In any given debt portfolio, we expect the majority of customers to be facing financial challenges, and a reasonable proportion to be in some form of financial difficulty.

However, a smaller subset of customers will clearly be financially vulnerable. These customers may be trying to cope with difficult situations and have limited resources, energy and time.



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