

A woman with dark hair and bangs, wearing a light green fuzzy sweater, is leaning over a kitchen counter and looking down at a smartphone in her hands. The background shows a brick wall, a blue cabinet, and a stove. A red circle with the Equifax logo is in the top left corner.

EQUIFAX®

Transforming Collections and Recoveries for a Brighter Financial Future

Our Digital Customer Engagement Solution

The changing landscape of debt management

In today's ever-evolving world, the debt management landscape faces a series of unprecedented challenges. As the increased cost of living continues to put pressure on household finances, more customers are finding themselves in vulnerable financial positions, and or in need of debt resolution services.

The shift in customer behaviour has made digital channels the preferred choice to

resolve their debt situation – which, along with call centre staff shortages, is creating a crucial need for creditors to adapt.

The increasing complexity of customer debt situations has further emphasised the need for an innovative, customer-centric, data-driven solution that responds not only to these challenges but also to the ever-evolving regulatory requirements.



Meet our innovative digital customer engagement solution

Introducing our new digital customer engagement solution, designed to empower customers and reshape debt resolution.

Our product offers an innovative solution, using our wealth of data insights to drive personalised, appropriate customer outcomes, allowing individuals to regain control over their financial journey.

With this solution, customers can access self-service digital pathways. They can make payments, create affordable payment plans, and seek additional support – all at their convenience.

This marks a significant shift in how customers engage with their debt, putting them at the centre of the process.

Advantages for creditors

Our digital collections solution offers immense benefits for creditors. It enables customer-centric digital journeys at the individual level.

The expected outcome?

Anticipated improvements in customer outcomes and cost reductions, enabling you to deliver a consistent and compliant approach.

This new way of doing things aligns seamlessly with our core mission – to make the debt industry better for everyone.

By harnessing data, machine learning, technology, and practitioner experience, we're committed to elevating the industry while ensuring a fair, sustainable approach.





Empower your debt management journey

Now is the time to empower your debt management journey. Discover the possibilities of this innovative solution and revolutionise your approach to debt management.

For inquiries, support, or product demonstrations, please contact us: www.equifax.com/business



Visit equifax.co.uk/business to book a free consultation to see how our solution can work for you

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