



EQUIFAX

Open Banking Affordability Assessments

Using Open Banking debt insights to power an improved income and expenditure capture process

Reduce operational costs

The Standard Financial Statement (SFS) is increasingly being used as the industry standard to establish what level of repayments a customer can afford. An income and expenditure document like this can often be up to 16 pages long, so can be very time consuming to complete.

Through access to immediate and accurate bank account data through Open Banking we can offer a significant time saving for anyone involved in completing any income and expenditure statement, by categorising your customers current account data in Standard Financial Statement format. This not only creates a much better customer journey and a quicker path to debt resolution, it also helps reduce operational costs.

Create better outcomes

The ability to quickly obtain a much more accurate picture of a customer's financial situation offers a leap forward in intelligent debt resolution by using data insights to offer repayment plans that are affordable and sustainable. The insights can also help improve identification of financially vulnerable customers, helping to deliver a fair outcome.

Key benefits

Using categorisation of transaction data we can automate the population of a consumers income and expenditure information, to improve the customer experience and reduce operational overheads

The benefits of using Open Banking to power your affordability assessments



Reduce manual processes and operational costs

You won't need to ask for copies of bank statements to assess income and expenditure. Bank current account data will be categorised and mapped to the Standard Financial Statement guidelines. This will enable you to reduce operational costs by pre-populating manual assessments using bank account insights, reducing call duration by as much as 75%*, as well as saving time and effort for the consumer.



Improve your income and expenditure assessments

An estimated 1 in 3 consumers provide income proof with discrepancies according to the Money Advice and Pensions service. We can remove some of the human inaccuracy and estimations which occur during manual assessments to offer a much more accurate picture of income and expenditure. As a result, you will be better able to measure affordability based on individual circumstances and minimise the long-term risk of unsustainable repayment plans.



Identification of vulnerability

Identifying vulnerability is a vital part of implementing fair and effective debt treatment strategies. Our transaction data insights can offer early identification of financial vulnerability based on changes in lifestyle or financial status and help you to determine why your customer is in arrears.



Reduce repayment plan 'breakages'

Through on-going monitoring of financial health using transaction data, we can help you measure financial shocks, income variations and cash inflow / outflow trends over time to help you offer breathing space, repayment holidays or variable repayment plans which help reduce repayment plan breakages.

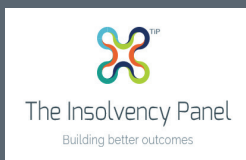


Built-in ID Verification

Using a combination of transaction data and the data Equifax holds, we are able to make use of the banks own verification process to confidently confirm identity and verify they are sharing their own bank account

What our clients think...

*"Open Banking has enabled us to **auto-populate consumers' income and expenditure**, direct from their current account. We have been able to replace much of the burden of data-gathering to get an accurate picture of a person's income and expenditure in Standard Financial Statement (SFS) format. This means our clients can **spend more time discussing ways they can improve their customer's long-term debt position**"*



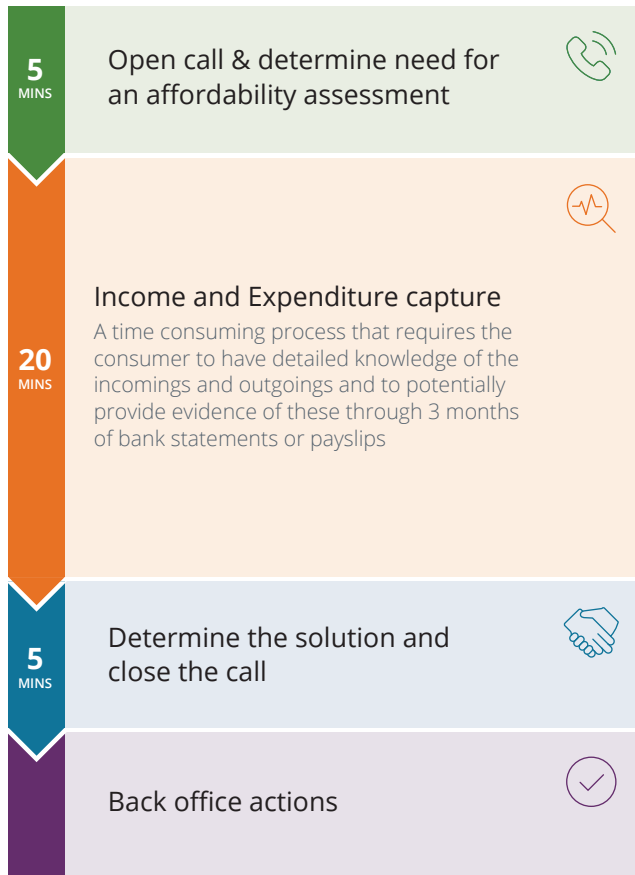
Louise Yates, CEO -
The Insolvency Panel

*"The development of our Open Banking collections portal has **revolutionised the affordability assessment process** for the PSA Finance collections teams creating FTE savings, improving the customer journey and **driving an 86% opt-in rate**. Using these financial health insights, we have been able to more accurately assess a customer's true financial position, **improve outcomes and highlight potential vulnerability**. Arrangements and payment plans have demonstrated a 12% increase on the number of payment plans which were maintained using Open Banking insights."*



Tom Feest, Head of Collections and Recoveries - PSA Finance

A typical affordability assessment call with a consumer can take over 30 minutes to complete:



Open Banking



Open Banking can be injected at this point of the process to auto-populate the consumers Income and Expenditure assesment



By accurately categorising current account data we can deliver significant benefits



Reduces the time of income and expenditure call for consumers from 30 mins to as little as 7 mins*



Automating the population of a consumers income and expenditure information



Reduces operational costs associated with an income and expenditure assesment



Improved accuracy leads to better consumer outcomes and a more sustainable repayment plans

* BPO Analysis of Income & Expenditure calls, 2019.

Our turnkey solution offers some incredible benefits



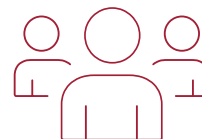
We can get an Open Banking solution set up within 7 days



Offering real-time data retrieval to provide key debt insights mapped to SFS standard



Open Banking combined with bureau insights for increased accuracy



Intuitive, easy to use dashboard with unlimited users



Available without any IT integration or development costs

How does it work?

Working with our Open Banking partner, Account Score, we are able to provide a streamlined, accurate and automated income and expenditure assessment through the following steps:

- Working with our Open Banking partner, Account Score, we are able to provide a streamlined, accurate and automated income and expenditure assessment through the following steps:
- We build your own customer portal to access customer current account data
- We set up a fully customised Open Banking as a Service (OBaaS®) link that you can email or text directly to your customers.
- Your customer is taken through the consent process to share the transaction data from their own current account.
- You receive real-time notifications sent to your in-box when a customer connects their bank account using this link.
- We combine Open Banking data with bureau insights to populate the agents dashboard to enable an automated income and expenditure assessment mapped to SFS
- Leaving you to engage with the customer, to confirm the content of the Income & Expenditure and agree a repayment plan where this is appropriate

Deployment

Our Turnkey option includes your own customer portal to manage consent without the need for any IT integration. We can also embed the consent process into your existing consumer journey via a simple i-frame.

We provide you with instant secure access to our intuitive dashboard or we can help you to consume automated income and expenditure insights via an API link into your existing workflow.

Why choose Equifax?

Equifax in partnership with AccountScore offers real-time, end-to-end Open Banking solutions to enhance customer strategies, improve service and, as a result, gain competitive advantage and drive growth.

We are working with our clients to develop data insights to create better outcomes for both consumers and companies involved in the recovery of debt.

Our partnership brings together the best of fintech speed and innovation, with the long-standing experience of Equifax providing integrated solutions to which is already helping clients use data to gain real insights within the debt space.

Contact us to arrange a demo and see how our Open Banking Affordability Assessments can work for you:

eumarketing@equifax.com