



EQUIFAX

Connected Billing

Enable bill pay providers to leverage consumer credit, telco, and utility data to ease and speed customer bill payment setup

Bill payment providers strive to offer intuitive bill payment solutions to their bank, credit union, fintech, and other clients. That means offering solutions that allow customers to quickly and easily set up online bill pay for routine monthly payments.

Connected Billing offers the ideal solution to help bill payment providers address this challenge. It enables financial services clients to better support their customers to seamlessly set up their most common recurring bills — namely their credit, telecommunications, and utility bills — as part of their new or existing bill payment service with their financial institution.

With Connected Billing, customers can view a personal listing of company names and account numbers for common bills and then quickly add them as payees within their online bill payment service. This streamlines the bill pay setup process by eliminating the need for customers to manually search for account and address information and add bills individually, plus reduces manual entry errors.

Help customers easily get set up to pay their most frequent and common bills

Connected Billing offers access to consumer billing data powered by two sources:

- Loan and credit accounts available in a consumer's traditional credit report
- Telecommunications, pay TV, and utility accounts sourced from 160+ telco and utility companies that form NCTUE (National Consumer Telecom & Utilities Exchange, Inc.) — a third party dataset that is unique to Equifax

Key benefits

Enable bill pay providers to help customers quickly set up their most common bills for online payment including credit, telecommunications, and utilities

Support bill pay providers in enhancing customer acquisition, satisfaction, engagement, and loyalty through a frictionless bill pay setup process

Empower financial clients with an advanced bill pay solution to enhance customer relationships

As part of Connected Billing, financial institution customers can consent to a bill pay setup option so that common bills can be displayed. Next, they can choose to immediately add selected accounts as new payees. This can be done either when a consumer signs up with a new financial institution and accesses the bill pay option within their online account, or offered as part of an existing bill pay solution.

Available bills for setup through Connected Billing may include:

Credit Accounts*	Telco, Pay TV, and Utility Accounts**
<ul style="list-style-type: none"> • Mortgage • Home equity loan • Auto loans • Auto lease • Credit cards • Retail cards • Personal loans • Installment loans • Student loans • Buy Now, Pay Later — coming soon 	<ul style="list-style-type: none"> • Mobility account (bundled telco services) • Cell phone • Landline phone • Pay TV / Cable TV • Internet • Electric • Natural gas • Water
<p>*Initiates a soft inquiry on a consumer’s Equifax traditional credit file during initial setup and each subsequent check for new payees</p>	<p>**Initiates a soft inquiry on a consumer’s NCTUE credit file during initial setup and each subsequent check for new payees</p>

Differentiate your bill pay solutions with customer credit, telco, and utility data

By offering customers easy access to set up bill pay for their most common recurring bills, Connected Billing provides a new way for your bill pay solutions to help your clients meet the needs of their customers.

With Connected Billing, you can help your financial clients:

- Enhance customer engagement and build loyalty through easy bill pay set up and management
- Support customer acquisition by simplifying the bill pay setup process when switching from another bank, credit union, or other financial services provider
- Increase customer satisfaction by reducing time and errors for customers to manually populate biller accounts, account numbers, and addresses

Get started

Ready to learn more? Contact your Equifax account representative or visit our website today.

Enable bill pay providers to leverage consumer credit, telco, and utility data to fuel bill payment solutions and enhance customer satisfaction

equifax.com/business/product/connected-billing