

Questions to Consider Throughout the Communications Customer Lifecycle

ACCOUNT OPENING

ACCOUNT MANAGEMENT

ACCOUNT COLLECTIONS

IDENTITY MANAGEMENT
 Implement a complete identity management strategy including verification & authentication. Leverage multi-factor authentication.

FRAUD
 Ensure you have a strong fraud detection strategy that includes automated fraud scoring. When shipping hardware, you should also assess shipping fraud risk.

CREDIT RISK
 Use a thorough credit risk strategy that has insight from alternative data. Periodically reassess credit worthiness and propensity to pay.

COLLECTIONS
 Deploy a comprehensive due diligence tool that quickly provides necessary contact & location info. Assess efficiencies to be gained in your analyst activities.

