Questions to Consider Throughout the Communications Customer Lifecycle

ACCOUNT OPENING
1. Who is the applicant?
2. Do I have a previous relationship with the applicant?
3. Is there potential fraud?
4. Are there credit concerns?

ACCOUNT MANAGEMENT
1. Is the person attempting access the legitimate account holder?
2. Is there potential fraud?
3. Has their credit risk profile changed?
4. Is there opportunity to provide additional offerings?

ACCOUNT COLLECTIONS
1. What is their risk of credit default?
2. What is the likelihood of repayment?
3. Can I locate them to collect?
4. Are my collection processes efficient?

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.

ACCOUNT OPENING
ACCOUNT MANAGEMENT
ACCOUNT COLLECTIONS