

Proactive Strategies for Portfolio Profitability

Discover meaningful insights that drive improved servicing and recovery outcomes.



In times of economic uncertainty, when consumer debt and delinquencies are rising, lenders seek to prevent defaults in their portfolio. Proactive engagement with accounts can bolster customer loyalty and keep customers in-brand while recovering in a profitable way. When the economy is healthy, servicing your portfolio helps you find new growth through upsell and cross-sell to customers.

Your ability to more accurately assess the financial stability of your customers is crucial. Traditional credit data may offer only a limited view, potentially overlooking the dynamic nature of an individual's credit stability. The omission of previously reported data — such as medical debt, student loan deferrals, tax liens and court judgments — further obscure that picture.

With limited or outdated information, it's almost impossible to anticipate repayment problems and take preemptive action. You need additional insights to better detect shifting risk in your portfolio, integrate proactive servicing and create more effective recovery workflows.



It all starts with data hygiene

How reliable is your customer data? Poor data quality hinders your ability to provide service. Contact data decays quickly. An effective data hygiene strategy should cleanse, enrich and refresh your data on a regular basis. With more accurate information, your team can more efficiently service your customers and enhance recovery effectiveness.



Monitor portfolio credit risk

Economic conditions and life events can affect a consumer's repayment ability. You need insights to monitor shifting portfolio risk.

Solutions that incorporate public record insights and alternative data can provide a more nuanced understanding of your customers, one that differentiates accounts through signals of potential risk and ability to repay. Consider the debt buyer who looks at property ownership data because payer rate statistics for consumers who own property are significantly greater.

By leveraging non-traditional sources of information, you get a more comprehensive, real-time profile of a borrower's financial health. You can then be proactive in establishing contact at the first signs of trouble and make better-informed credit decisions at every stage of the customer life cycle.



Segment accounts

Customers are not all the same and warrant customized approaches for engagement. Consumers at risk of delinquency differ from those in strong credit health. Segmentation fueled with non-traditional and alternative data insights allows you to use the most appropriate and effective communication channels and conduct more efficient outreach.

When necessary, modify loans and make hardship accommodations to rehabilitate consumers from early delinquency. For customers that are at risk of default, prioritize those with the greatest likelihood and capacity to repay. Early-stage mitigation activities coupled with customized servicing and recovery strategies help you increase profitability.



Manage regulatory compliance

When servicing customers, it's important to have a strategy that manages compliance with regulations such as the Telephone Consumer Protection Act (TCPA), Fair Credit Reporting Act (FCRA), the Servicemembers Civil Relief Act (SCRA) and bankruptcy rules.

Sharpen your service and recovery strategies

Drive portfolio performance and recovery profitability with our industry-leading solutions accessible through online portals, batch and API as well as a variety of our integration partners.

DATA MANAGEMENT AND ENRICHMENT

The proprietary LexID® linking technology behind our data solutions uses multi-patented linking algorithms to connect disparate information about an identity. It then assigns a unique identifier with over 99.99% precision for more than 285 million U.S. consumer entities.

LexisNexis® Accurint® for Collections, as part of the contact and locate workflow, provides access to public and proprietary data from thousands of proven sources including information on relatives, associates, addresses, phone numbers and more. Easily rectify errors in contact information.

LexisNexis® Account Monitoring automates account updates with the latest address, phone, email, bankruptcy filings and more.

DEBT RECOVERY ASSESSMENT

LexisNexis® RiskView™ Payment Score utilizes FCRA-regulated data to predict a consumer's likelihood of repaying a loan to help you improve credit risk decision-making.

LexisNexis® RiskView™ Attributes for collections has 350+ next-generation insights for use in segmenting, scoring and prioritizing accounts.

COLLECTIONS COMPLIANCE

LexisNexis® Banko® Solutions leverages millions of bankruptcy and deceased records to provide automated daily notifications of bankruptcy and deceased filings.

LexisNexis® Military Status identify active-duty military members to facilitate compliance with the Servicemembers Civil Relief Act (SCRA).



Optimize account servicing and debt recovery

Integrated servicing strategies fueled with alternative data insights enable you to proactively engage with customers, mitigate delinquency and enhance recovery performance. LexisNexis Risk Solutions servicing and recovery solutions leverage industry-leading tools and novel data sources to help you:

- Improve account data hygiene
- Detect shifting risk in your portfolio
- Strengthen customer relationships
- Support customers at risk



- Segment accounts; prioritize those most likely to pay
- Ensure compliance with collection regulations
- Increase recovery profits

To learn more, call 800.953.2877
or visit risk.lexisnexis.com/collections-and-recovery



About LexisNexis® Risk Solutions

LexisNexis® Risk Solutions harnesses the power of data, sophisticated analytics platforms and technology solutions to provide insights that help businesses across multiple industries and governmental entities reduce risk and improve decisions to benefit people around the globe. Headquartered in metro Atlanta, Georgia, we have offices throughout the world and are part of RELX (LSE: REL/NYSE: RELX), a global provider of information-based analytics and decision tools for professional and business customers. For more information, please visit www.risk.lexisnexis.com and www.relx.com.

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