



TransUnion Address Telephone Trace

Locate debtors faster and more efficiently with comprehensive contact information from Address Telephone Trace

Improve your collections efforts with one of our most current and comprehensive contact information tools. Collectors in financial institution credit departments, third-party agencies and debt buyers will find Address Telephone Trace – our automated batch address/telephone scrubbing and verification solution – an easy, cost-effective way to identify new or different addresses and phone numbers from those in collections files.

Address Telephone Trace has been improved to make it even more powerful

These new features mean more accurate contact information:

-  Addresses and telephone numbers are date-stamped to help you identify the chronology of contact information.
-  Receive up to three addresses and up to three phone numbers.
-  Smart logic accounts for minor formatting variations and nuances in a single address or telephone number.

Save time and money by locating debtors earlier in the delinquency cycle

Use Address Telephone Trace contact information to help improve the chances of collecting by reaching debtors before other collectors do. This can help with reactivating dormant files, reducing charge-offs and increasing recoveries.

Make more productive use of your resources by putting higher-confidence phone numbers at the top of your call queue and mailing selectively to high-confidence addresses. More useful contact information can also save you money. Fewer calls to wrong numbers can save on call centre expenses. Less returned mail can mean less wasted postage, stationery and printing.

You get comprehensive contact information with Address Telephone Trace

Here are some of the ways our solution gives you more:

- Smart logic provides a quality data return. For example, "Main Street", "Main Street East" and "Main St. E." are recognized as the same address. This recognition applies to directions, punctuation and formatting nuances of addresses and telephone numbers.
- Data is not limited to just the most recent information. You receive up to three addresses and three phone numbers.
- Data returned is date-stamped so you can easily compare it with information already on file to determine which may be most current.
- We retain all consumer addresses on file (subject to current purge rules) for matching purposes in order to improve your hit rates.
- You can submit your current contact information and acquire additional phone numbers and addresses. Provide up to 22 addresses and phone numbers, and we will return up to three new or different ones.
- Credit Report Characteristics (such as employment information, deceased indicator, bankruptcy and trustee information) may be appended to the data file output.
- Address Telephone Trace is also flexible. You may choose to use it for addresses only, phone numbers only, or both.

See how a leading collection agency is recovering more with Address Telephone Trace

Our firm provides debt collection services to large-volume consumer debt clientele. One of the biggest business challenges we face when working larger-volume consumer debt is to do so profitably.

Consumers change addresses, go bankrupt and, in some cases, pass away unexpectedly. Our TransUnion representative recommended using Address Telephone Trace, which identified those consumers right away. The cost of the scrub was significantly less than the cost of employing a full-time employee to perform traditional skip-tracing activities, not to mention postage and other administrative costs.

Our clients appreciate the faster inventory turnover we can provide and our professional collectors experience higher job satisfaction knowing they can locate and negotiate with consumers faster than ever before.

ACHIEVE MORE WITH TRANSUNION

As a global leader in credit information and information management services, TransUnion creates economic and competitive advantages for businesses and consumers. This powerful combination of information and insight will help you make better decisions, improve efficiency and identify opportunities at every stage of your customer lifecycle—from acquiring customers to strengthening and expanding your relationships with them.

Address Telephone Trace uses a number of hard-to access sources

We update or enhance telephone numbers using:

- Trade updates
- Inquiries (only from trusted data suppliers)
- Authenticated and verified consumer updates
- Monthly data refreshes from White Pages

For addresses, we use:

- Trade updates
- Inquiries (only from trusted data suppliers)
- Government-regulated bankruptcy information
- Government-regulated chattel information

LEARN MORE

To see if Address Telephone Trace will work for your institution, please contact us:

855-4TU-INFO (855-488-4636)
transunion.ca/product/recovery-solutions