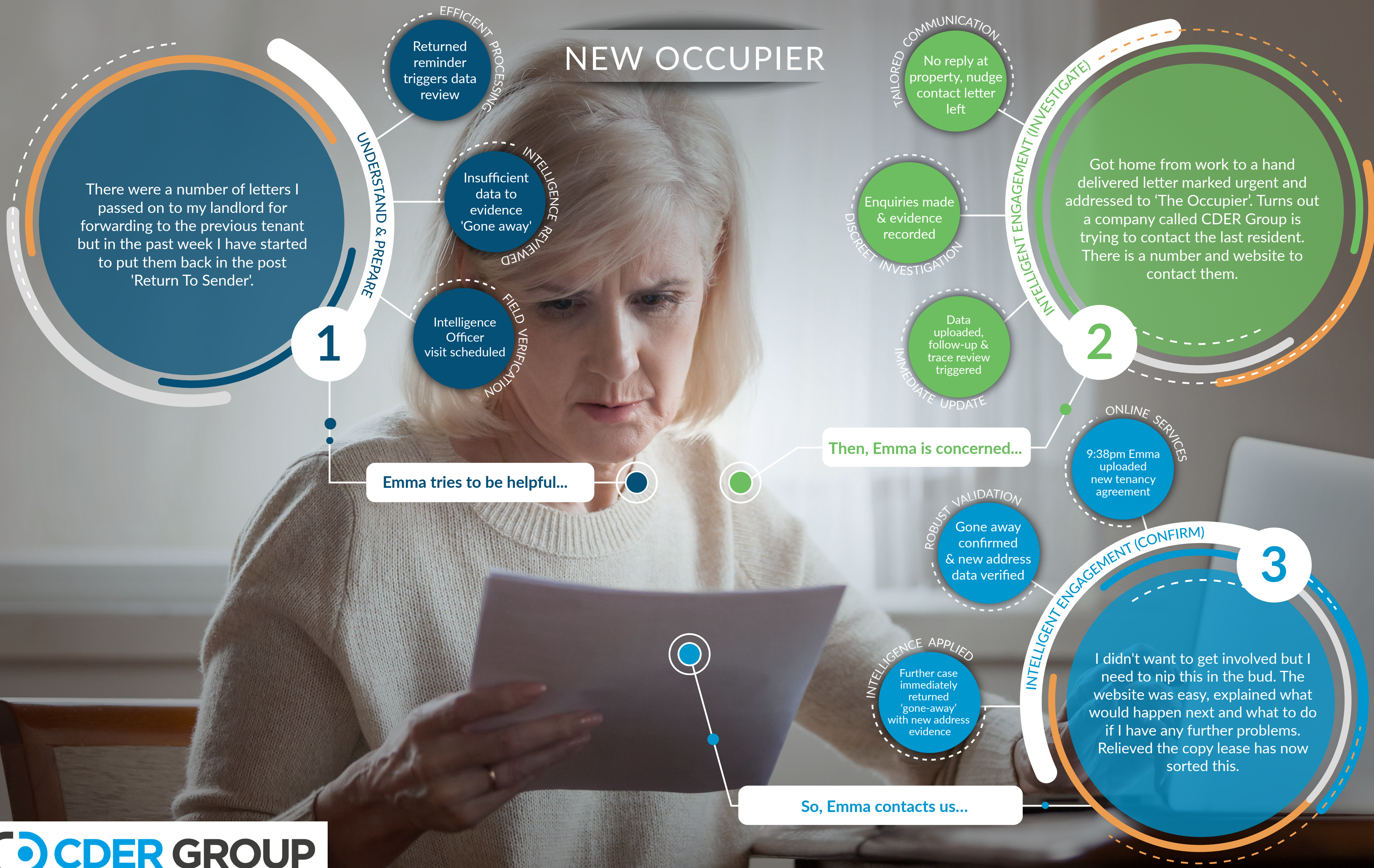


NEW OCCUPIER



“ There were a number of letters I passed on to my landlord for forwarding to the previous tenant but in the past week I have started to put them back in the post 'Return To Sender'. ”

1

UNDERSTAND & PREPARE

Previous contact made
at stated address
Monday 08:30

Single push notification
- Credit application
at alternative address

Monitoring & update
No reliance on periodic data checks

Efficient
processing

Returned
reminder triggers
data review

Insufficient data
to evidence
'Gone away'

Intelligence
reviewed

All information
checked / cross validated

Intelligence
Officer
visit
scheduled

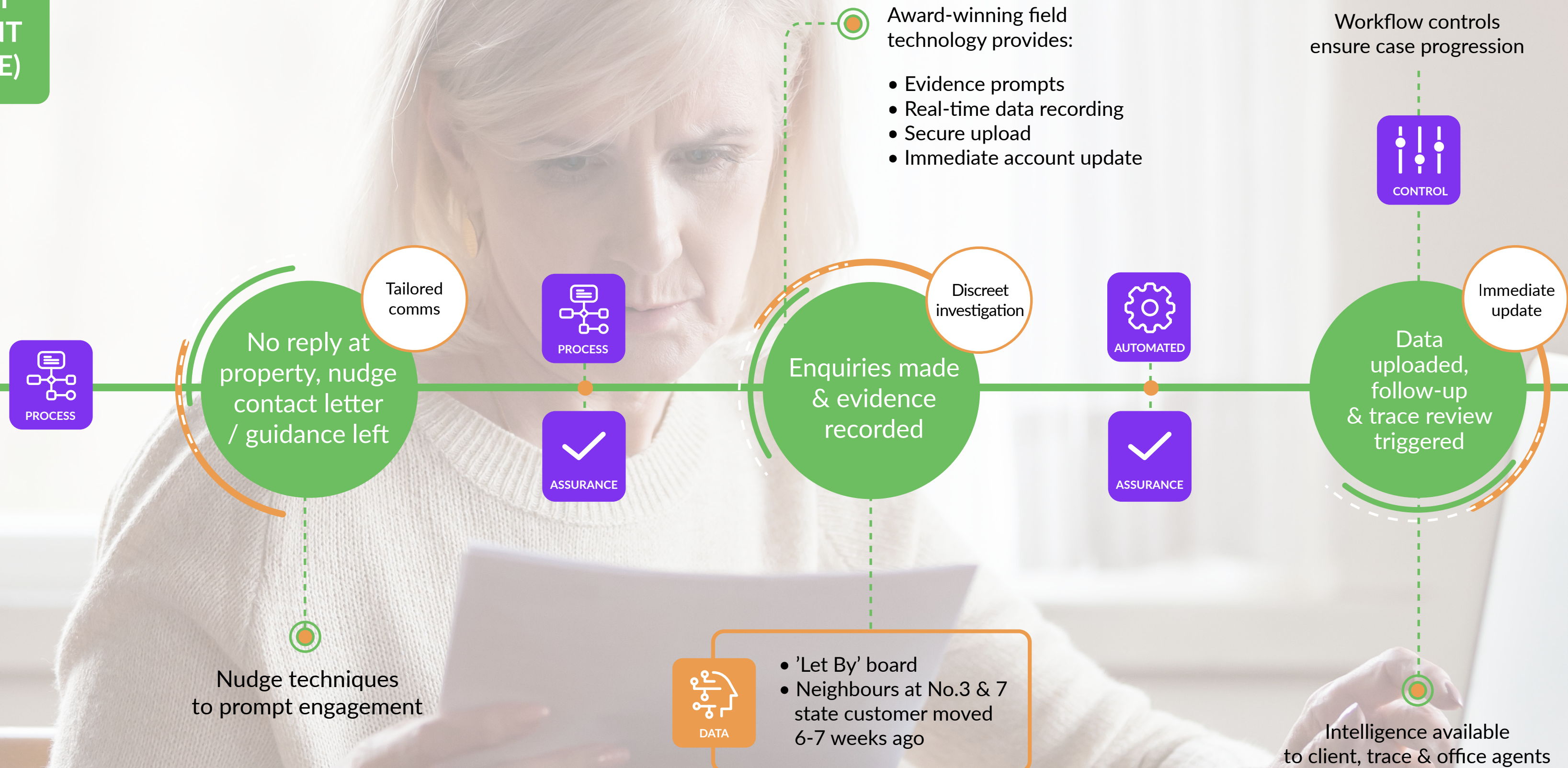
Prior engagement data used
to optimise visit contact

Specialist Intelligence Officers

“ Got home from work to a hand delivered letter marked urgent and addressed to ‘The Occupier’. Turns out a company called CDER is trying to contact the last resident. There is a number and website to contact them. ”

2

INTELLIGENT ENGAGEMENT (INVESTIGATE)



3

“ I didn't want to get involved but I need to nip this in the bud. The website was easy, explained what would happen next and what to do if I had any further problems. Relieved the copy lease has now sorted this. ”

INTELLIGENT ENGAGEMENT (CONFIRM)



“ CDER Group's early trace and validation processes have ensured that we are notified quickly when customers are no longer at the warrant address. New address details are always verified and evidenced allowing us to re-issue warrants and avoid new occupier complaints. ”

Umair Kamal
Debt Manager, Southwark Council