PERSISTENT EVADER

1

UNDERSTAND

I have a glove box full of parking tickets. I find if I ignore them most go away and as I have just moved and changed my car I think they will give up before they track me down.

ENRICH & VERIFY
Customer intelligence analysed

TAILORED STRATEGY
Persistent evader workflow triggered

INTELLIGENCE APPLIED
No response triggers priority visit

First, Raj thought...

2

PREPARE

I haven't heard any more about the parking fines and it has been nearly two months. I didn't leave a forwarding address, so fingers crossed.

ENQUIRY PROTOCOLS
Vacant property

PROFESSIONAL TRACING
Desktop investigation

CROSS-VALIDATION
New address identified

Then, Raj hoped...

3

INTELLIGENT ENGAGEMENT

Had a notice from CDER Group chasing my parking tickets, another reminder and then they rang and spoke to my partner yesterday. Going to call back today. She doesn't know anything about this so I need to get it sorted.

TIMELY REPORTING
Verified address evidence to client

INTELLIGENT WORKFLOW
Re-sealed warrant receipt triggers compliance process

EFFICIENT SERVICE
All payments arranged at compliance stage

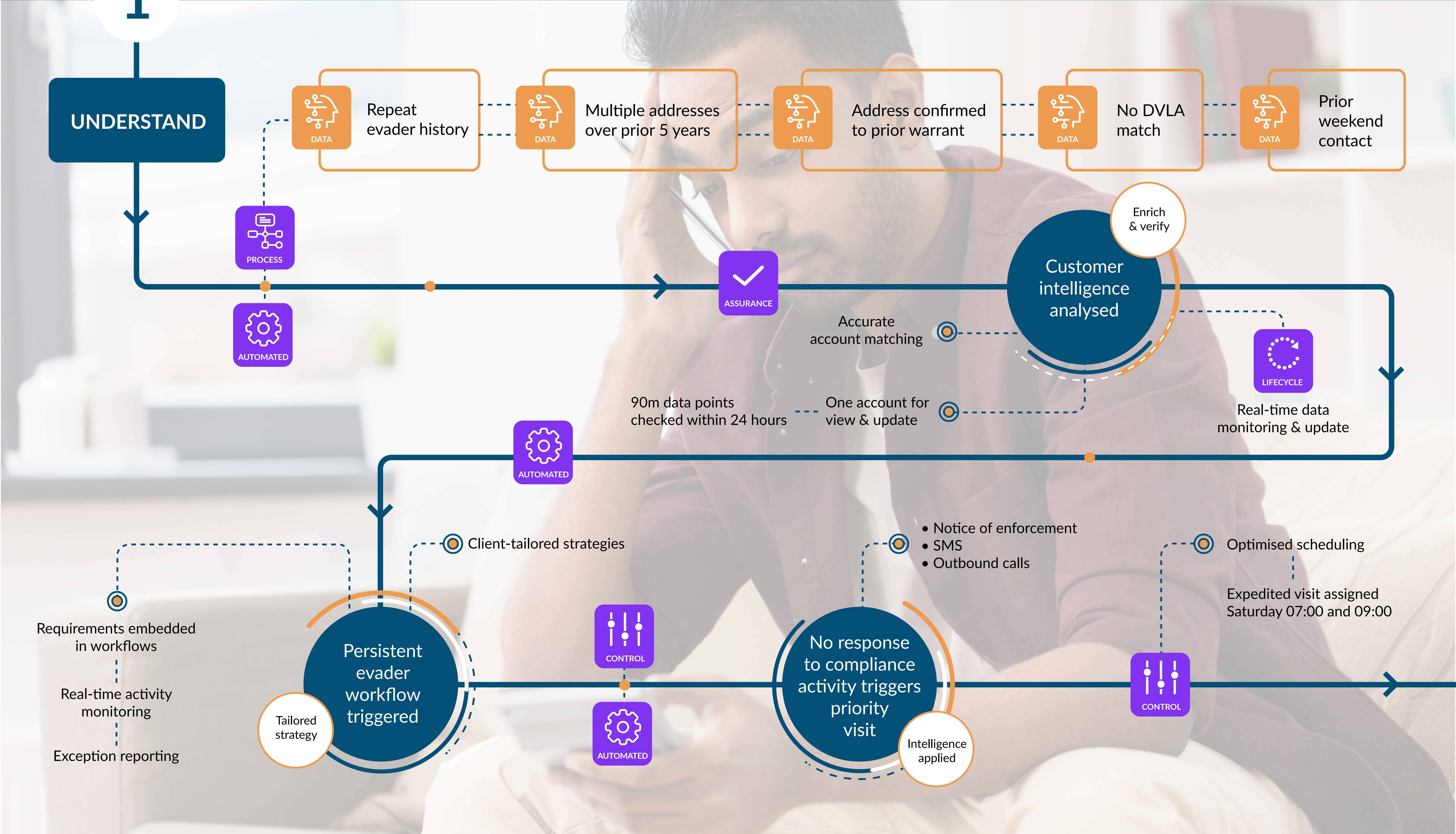
Finally, Raj decided to act...

CDER GROUP

> “I have a glove box full of parking tickets. I find if I ignore them most go away and as I have just moved and changed my car I think they will give up before they track me down.”

1

UNDERSTAND



Repeat evader history

Multiple addresses over prior 5 years

Address confirmed to prior warrant

No DVLA match

Prior weekend contact

Customer intelligence analysed

Enrich & verify

Accurate account matching

One account for view & update

90m data points checked within 24 hours

Real-time data monitoring & update

Persistent evader workflow triggered

Tailored strategy

Client-tailored strategies

Requirements embedded in workflows

Real-time activity monitoring

Exception reporting

No response to compliance activity triggers priority visit

Intelligence applied

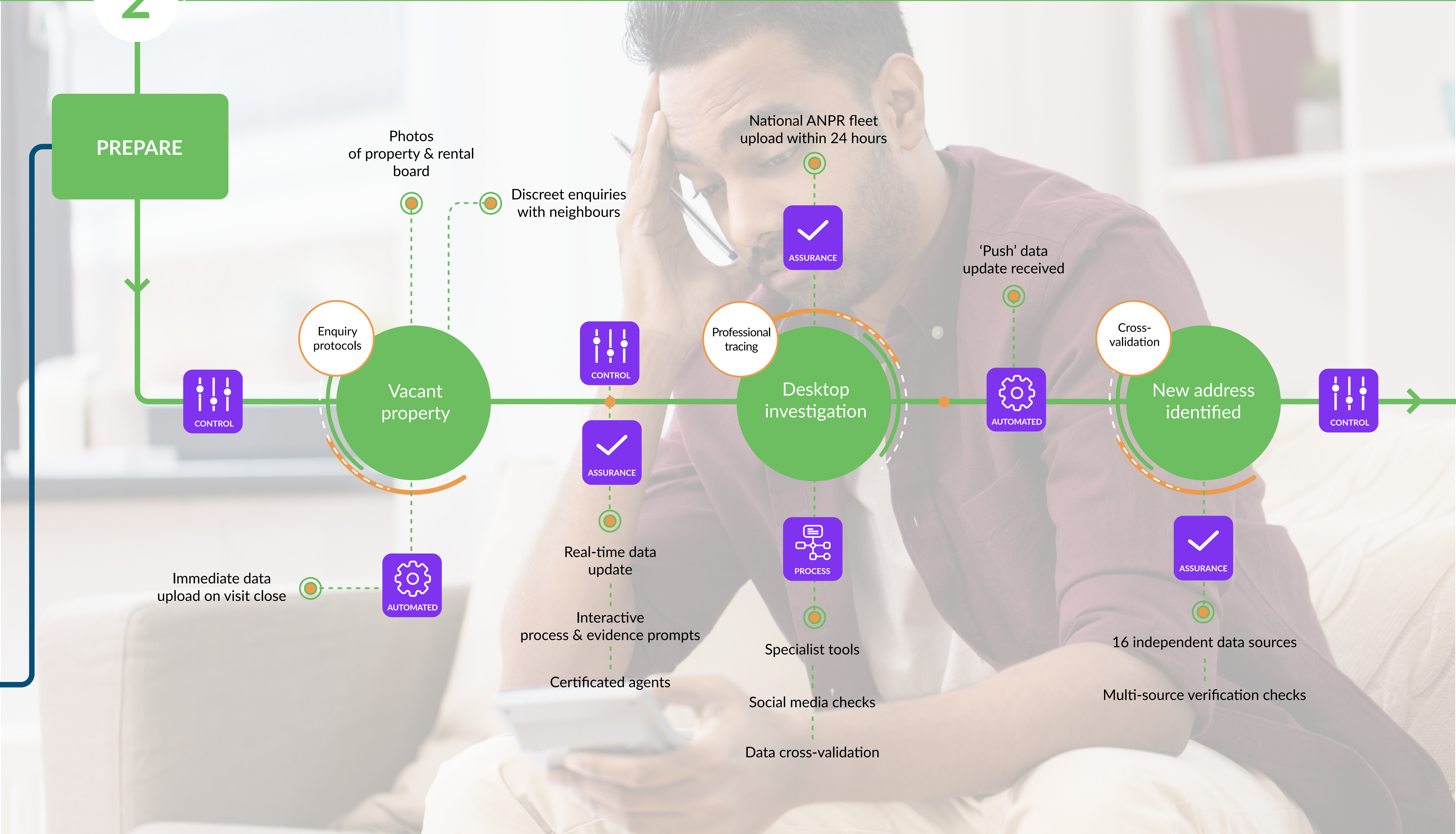
- Notice of enforcement
- SMS
- Outbound calls

Optimised scheduling

Expedited visit assigned Saturday 07:00 and 09:00

DATA
DATA
DATA
DATA
DATA
PROCESS
AUTOMATED
ASSURANCE
LIFECYCLE
AUTOMATED
CONTROL
AUTOMATED
CONTROL

> “I haven't heard any more about the parking fines and it has been nearly two months. I didn't leave a forwarding address, so fingers crossed.”



2

PREPARE

CONTROL

Enquiry protocols

Vacant property

Photos of property & rental board

Discreet enquiries with neighbours

AUTOMATED

Immediate data upload on visit close

CONTROL

ASSURANCE

Real-time data update

Interactive process & evidence prompts

Certificated agents

Professional tracing

Desktop investigation

National ANPR fleet upload within 24 hours

ASSURANCE

PROCESS

Specialist tools

Social media checks

Data cross-validation

‘Push’ data update received

AUTOMATED

Cross-validation

New address identified

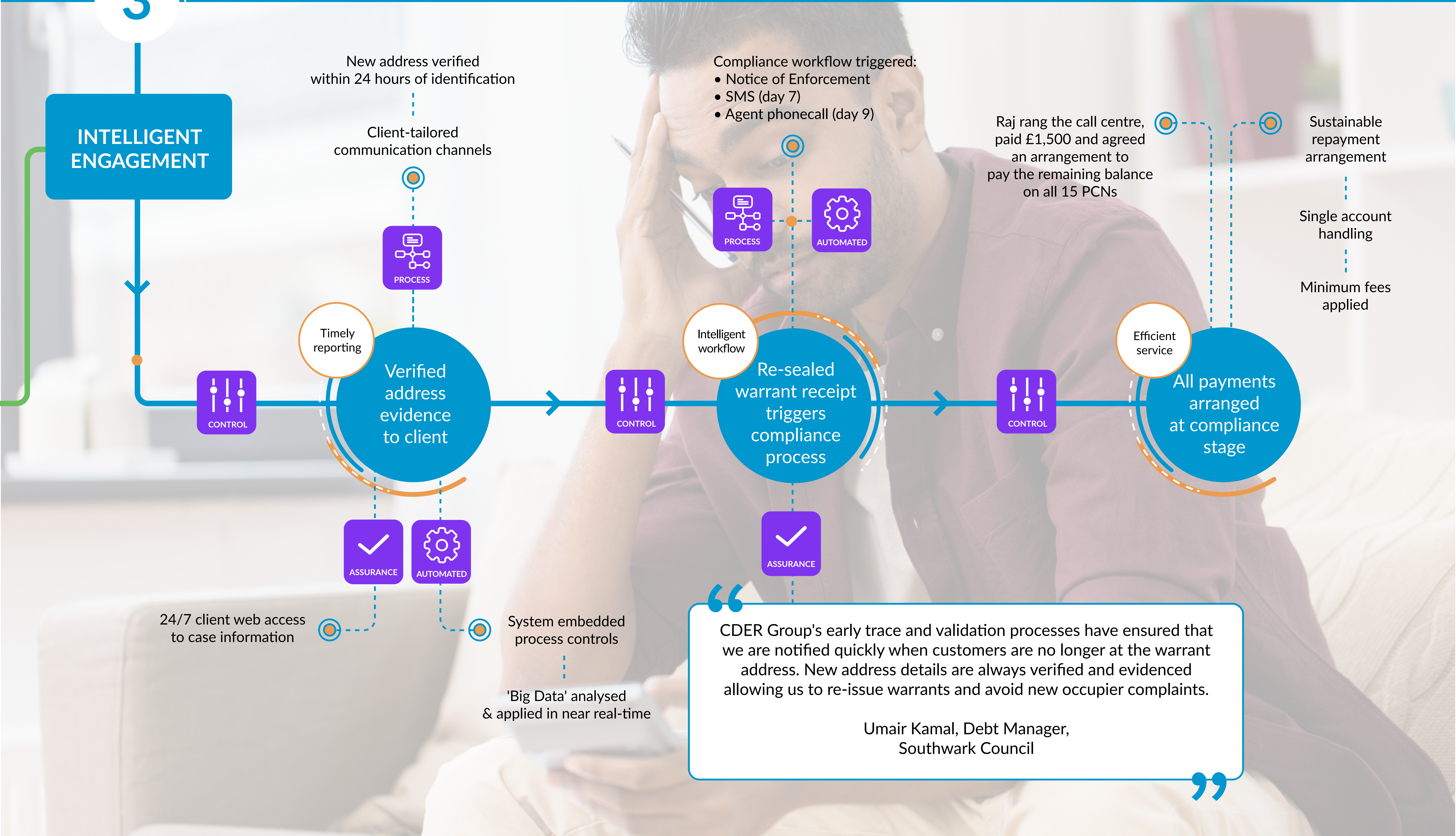
ASSURANCE

16 independent data sources

Multi-source verification checks

CONTROL

> “Had a notice from CDER Group chasing my parking tickets, another reminder and then they rang and spoke to my partner yesterday. Going to call back today. She doesn't know anything about this so I need to get it sorted.”



3

INTELLIGENT ENGAGEMENT

CONTROL
Timely reporting
PROCESS
ASSURANCE
AUTOMATED
CONTROL
Intelligent workflow
PROCESS
AUTOMATED
ASSURANCE
CONTROL
Efficient service

New address verified within 24 hours of identification

Client-tailored communication channels

Verified address evidence to client

24/7 client web access to case information

System embedded process controls

'Big Data' analysed & applied in near real-time

Compliance workflow triggered:
- Notice of Enforcement
- SMS (day 7)
- Agent phonecall (day 9)

Re-sealed warrant receipt triggers compliance process

Raj rang the call centre, paid £1,500 and agreed an arrangement to pay the remaining balance on all 15 PCNs

All payments arranged at compliance stage

Sustainable repayment arrangement

Single account handling

Minimum fees applied

> “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”