Product sheet

Connect Check/Plus℠

Instant insight into new service applicants

You wouldn't start a new personal relationship without knowing a few details, right? Well, understanding a potential customer's background also is important. With Connect Check/Plus℠, we'll help you verify your customer's identity, see if you had a prior relationship and determine the right service offering when a customer applies for new utility service.

The ability to leverage your customer relationships starts from the moment a customer applies for service. Your profitability depends on your ability to prevent fraud, mitigate risk, provide the right offering and collect previously unpaid balances.

Developed specifically for the communications and energy industries, Connect Check and Connect Check/Plus help you manage new service applications. Connect Check will verify a caller's identity instantly at the initial point of contact. Connect Check/Plus adds critical risk management, fraud decisioning, propensity modeling and prior account linkage — all in real time.

Customer service is critical during setup. Connect Check/Plus ensures that good customers are treated as such and riskier ones are handled in ways that mitigate losses.

The Connect Check/Plus suite:

- Ensures consistent business policy implementation through customized decision messaging.
- Speeds customer approval.
- Reduces fraud and credit risk.
- Provides new cross-sell and up-sell marketing opportunities.
- Identifies prior account relationships so you can continue service options and collect outstanding prior balances.

Consistent customer care

Connect Check/Plus allows you to customize the messages and information returned to your service representatives so you can ensure that new applicants receive the care your business policies require. Your custom message can be tailored to your business needs:

- **Instant identity verification —** Authenticate customers instantly and assess potential fraud without affecting the customer experience.
- **Fraud decisions —** Customize service messages if there are fraud alerts on file or if a credit file is frozen.
- **Prior account linkage —** Identify customers who had a prior relationship, and match prior balances to current accounts.
- **Risk decision —** Set your credit score limits for deposit or service decisions based on generic or custom risk models.
- **Secondary models —** Incorporate a second model into your decisions. A propensity model can guide your service representatives to present the correct service and product offering to the customer for maximum value.

Product sheet

Connect Check/Plus[SM]

A new level of customer insight

Use the power of Experian's Connect Check and Connect Check/Plus to make more informed, profitable customer decisions while providing best-in-class customer service.

To find out more about Connect Check/Plus, contact your local Experian sales representative or call 1 888 414 1120.

Experian
475 Anton Blvd.
Costa Mesa, CA 92626
T: 1 888 414 1120
www.experian.com

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