



Summer 2009

SOLVING AGE OLD PROBLEMS WITH 21ST CENTURY SOLUTIONS

DigiLog on Target with New AVS Deal!

DigiLog are delighted to announce a new partnership with Target Group. Target is an expert in delivering software and Business Process Outsourcing (BPO) to companies in the financial services and insurance markets.

Target provides solutions that help businesses across the entire customer loan lifecycle; from loan application processing, through to accounts servicing, debt management, business process management and securitisation. Its brand Target Harlosh specialises in delivering General Insurance Administration solutions for all areas of the insurance market.

The partnership will see Target adding AVS to its product set offered to lenders. AVS will assist lenders in making more informed decisions at key parts of the lending lifecycle, including loan origination and arrears management.

As seen in other markets, conversations which indicate a low risk of fraudulent activity will be fast tracked allowing lenders to greatly improve their customer service and accelerate the collection of existing debts.

“Target Group’s established reputation in the UK lending market, makes

them an ideal partner for DigiLog as we strive to show the benefits of AVS to a new sector” commented Lior Koskas, DigiLog UK’s Business Development Chief. “AVS is already delivering essential, profit enhancing benefits to overseas lenders and we believe it can offer these benefits in the UK market. Streamlining processes, enhancing customer service and minimising fraud exposure are key priorities for UK lenders and AVS can help meet these objectives.”



Meet DigiLog

DigiLog is very active in supporting and participating in industry events.

These present a great opportunity to meet some of our key people and to learn about AVS and its impressive track record.



In the next few months we will be speaking at various conferences. Our next events as sponsors are:

JUNE 09:

25th & 26th : The Marketforce Claims Forum, London

OCTOBER 09:

1st : POST Fraud Management Briefing, followed by POST Fraud Awards, London

If you are visiting the event or would like an invitation, please contact us.

We hope to see you there!



Staggering Results, Staggering Implications

Imagine being a lender or credit-card company in the current climate. How could you be so sure you would ever see your money again? The borrower may already know things about themselves that may prevent them from repaying you at the point of application! Well in Latin America, DigiLog has completed a pilot whereby it has achieved results that can only be described as staggering. In Colombia, property landlords can obtain insurance against rent-defaulting tenants. For the landlord to obtain the cover, insurers have to verify that the tenants actually exist. However, criminal landlords will often 'hire-in' a tenant

or two just for the purpose of obtaining the cover, then make out that the tenants have defaulted and claim on the policy for the lost rental income. DigiLog was then called in and tasked to devise an AVS pilot capable of identifying and weeding-out both fake applications and fake tenants alike. Following a six month trial, of the 1,500 cases evaluated using AVS, there was only 1 case considered bad against the regular rate of 300, a staggering drop from the usual 20% claim rate to only 0.066%.

“This is a remarkable result by anyone’s standards and shows precisely how intelligent AVS processes can be used to identify pre-existing intentions of applicants, whether their intent is fraudulent or just plain reckless” explained Kerry Furber, CEO of DigiLog UK. “Here, we have asked questions about the ability of individuals & businesses to meet their future, financial commitments and have accurately assessed levels of risk from their responses that has enabled our client to turn its prior bad experience on its head. The implications for AVS are huge, as same type of insight can now be achieved across a range of other circumstances, including Mortgage Applications, Credit-Card applications and even Human Resources - where being able to accurately screen job candidates about their true future intention when taking a job would be of enormous benefit for employers.”

AVS-RiskMaster: a giant leap forward

The AVS process is a blend of the skills and techniques we teach client operators, and the technology we provide to assess their evaluation of each call they take. The latest set of enhancements to the technology side of the AVS equation is set to provide operators and their employers with a range of new features.

Operator enhancements include new technology for the interface they use during calls to manage the scoring and recording of calls, capturing Narrative Integrity Analysis, and scripting.

From a broader business perspective, users can now extract a range of valuable management information from the process and feed it into their own databases. This includes important data disclosed during calls which is required for underwriting purposes, and meta data about the calls themselves such as the detail relating to high risk and low risk calls over a given period.

The result is a technology solution which provides integrated support to each operator, and allows them to improve efficiency and effectiveness.

A growing team...

We are pleased to announce the arrival of even more new faces here at DigiLog UK, with the recruitment of **Ben Harding** and **Daniel Holloway** into our training and IT teams.



Ben, (left) an experienced AVS Operator, joins our highly regarded Training Team, whilst **Daniel** (above right) will report directly to Simon Gunning, DigiLog’s IT Chief, providing quality IT support to staff and clients alike.



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