



# Dormant-Debt Scores

Prioritize your dormant debt and recover more.

Strengthen your recovery strategies and improve your recovery rate. You can use our dormant-debt scores, developed by SCORE Statistical Consulting in collaboration with TransUnion, to rank your customers based on current individual circumstances and ability and willingness to pay, not just by level of delinquency. Collection agencies and debt-buyers can use this insight to develop appropriate treatment strategies, make better use of their resources and improve recovery.

## **A powerful tool for recovering dormant debt—unique in Canada**

These delinquency scores evaluate the probability of any 360+ day account making a minimum \$25 payment within:

- 90 days (Version 1.0)
- 9 months (Version 2.0)

The dormant-debt scores were developed exclusively with delinquent accounts more than one year in arrears, across numerous industries including financial services, retail and telecommunications, and matched to the TransUnion credit bureau database to predict recovery probability.

This focus on warehoused debt differentiates these scores from all other behaviour and credit bureau scores, allowing them to significantly outperform new or current account scorecards in rank-ordering collection risk and probability of recovery in dormant debt portfolios.

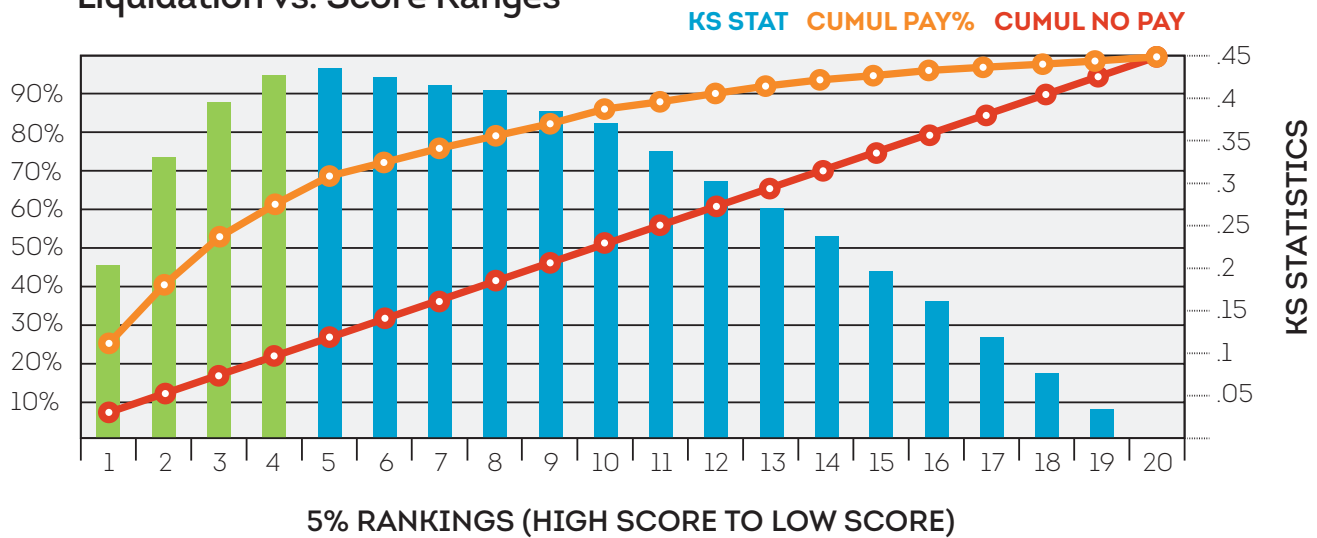
### USE DORMANT-DEBT SCORES TO ENHANCE YOUR DELINQUENCY MANAGEMENT STRATEGY

**Dormant-debt scores allow you to:**

- Assess the quality of a portfolio before and after the sale.
- Determine appropriate collection treatment and inventory management strategies.
- Develop effective customer contact strategies.
- Optionally use the scores as a supplementary model on top of internal models for enhanced performance.
- Formulate appropriate settlement strategies.
- Align account treatment by collector skill level.

## Development results at a glance

### Liquidation vs. Score Ranges



The dormant debt score identifies collectable accounts in aged portfolios. Based on the development results, 60% of the collections are derived from the top 20th scoring percentiles (ranks 1-4).

Source: SCORE Statistical Consulting Inc.

### Improve performance with telephone numbers—exclusively with TransUnion

Append telephone numbers to enhance your location and collections efforts. Only TransUnion gives you the option to append a consumer's current and previous phone numbers.

#### Developed by SCORE Statistical Consulting

In collaboration with TransUnion, SCORE Statistical Consulting Inc. delivers robust credit bureau-based delinquency scoring models in Canada. SCORE's experience and expertise in accounts receivable management, combined with TransUnion's dynamic and comprehensive

consumer credit database, provides unique in-depth consumer risk and payment behaviour measurements. This can enable you to better segment and prioritize portfolio risk for better targeted collection treatment actions.

## **TransUnion can provide solutions throughout the collections lifecycle**

Take advantage of other scores developed by SCORE Statistical and available from TransUnion:

### **EARLY-STAGE DELINQUENCY SCORES**

- 30 Day and 90 Day Financial Institution Delinquency Scores for bankcards and non-bankcards
- 30 Day and 90 Day Retail Delinquency Scores for loans and cards

#### **These scores, built solely for delinquent account segmentation and performance, feature:**

- Predictive outcome – likelihood of any 1-3 cycle account curing within the subsequent 60-90 days
- Specific application for delinquent accounts – development sample includes accounts 1-120 days delinquent
- Targeted performance outcome period – outcome period of 90 days or less vs. the 12-24 month outcome periods common with other models
- Probability based scores (for example, a score of 380 represents a 38% chance of curing) – no odds charts or tables required

### **LATE-STAGE DELINQUENCY SCORES**

- 150 Day Delinquency Score for financial services and retail cards
- 180 Day Delinquency Score for financial services and non-financial services

#### **Built solely for delinquent account segmentation and performance, these scores feature:**

- Predictive outcome – likelihood of an account making a minimum \$25 payment within a 90-day period
- Specific application for delinquent accounts – development sample includes late stage pre-charge-off delinquent accounts 120-179 days delinquent and fresh charged-off (180+) accounts
- Targeted performance outcome period – outcome period of 90 days or less vs. the standard 12-24 month outcomes for other offerings
- Probability-based scores (for example, a score of 380 represents a 38% chance of curing) – no odds charts or tables required

## **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.



### Learn More

To learn more about how you can use our dormant-debt scores to recover more and improve profitability, contact your TransUnion representative today.

[transunion.ca/business](https://transunion.ca/business)  
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