



# Late-Stage Delinquency Scores

Prioritize your late-stage delinquent portfolio and recover more

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

## **A powerful tool for recovering late-stage debt**

Our delinquency scores evaluate the probability of an account making a minimum \$25 payment within a 90-day period. Choose the score that is right for your portfolio:

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

These late-stage scores feature:

- 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 12-24 month outcomes 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

## **Use late-stage scores to enhance your delinquency management strategy**

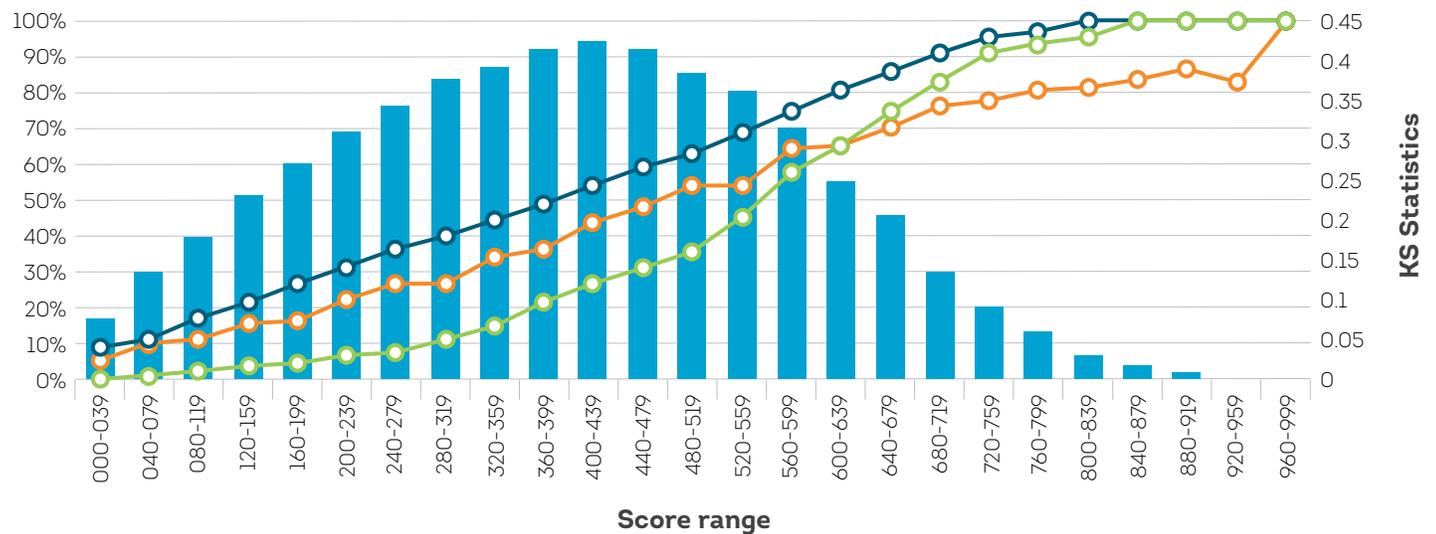
Late-stage scores allow you to:

- Develop an effective customer contact strategy.
- Determine appropriate plans, products and settlement strategies.
- Align account treatment by collector skill level.
- Prioritize account action, dialer prioritization and broadcasting.
- Establish an in-house versus outsource strategy and determine fee for service with agency partners.
- Optionally apply the late-stage score as a supplementary model on top of internal models for added performance.

## DEVELOPMENT RESULTS AT A GLANCE

■ KS STAT | ○ % PAY | ○ CUMUL PAY % | ○ CUMUL NO PAY %

### Penetration vs. liquidation—cards and personal loans by score bin



The development results for the late-stage collection score model rank order the propensity to pay across the score ranges.

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.

### 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 bankcard and non-bankcard
- 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

## **Dormant-debt scores:**

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)

These scores significantly outperform new or current account and behaviour scorecards in rank ordering collection risk and probability of recovery in dormant debt portfolios.

## **LEARN MORE**

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

## **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 behavior measurements. This can enable you to better segment and prioritize portfolio risk for better targeted collection treatment actions.

## **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.