

Validate Product Line: Phone Validation

Useful for:

Companies who have consumer phone numbers, and need to verify the numbers to be sure they call the right consumer.

Why it's necessary:

Calling the wrong people for collections purposes can lead to CFPB class-action lawsuits, and these lawsuits can cost millions of dollars and cause irreparable damage to your company's reputation. People get new phone numbers, move away, or may have provided an incorrect phone number to begin with. Phone Validation protects you from lawsuits and allows you to lawfully collect from the right people who owe, because the numbers will be verified before your company makes calls.



Here's how Phone Validation Works

1



You have a file of consumer names with corresponding phone numbers and identification information. You send the file to us.

2



Our agents call the place of employment using compliant scripts and ask if the information on file is correct and for the intended person.

3



Our agents ask a few identification questions to make sure it is for the correct person.

4



The entire call with the consumer is recorded for extra proof of compliance if a consumer dispute arises.

5



After a successful verification call the phone number is considered a verified hit and recorded in the file.

6



When all of the phone numbers in the file have been called, it is sent back to you with indication of the verified hits.

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Results:

At the end of the process, you will have phone numbers for consumers that you can be sure are for the right people. Phone Validation has increased revenue streams for companies, achieved better returns on doubtful accounts, and decreased risk of CFPB lawsuits. Because we called to verify the phone number, you will contact the right person for collections, which eliminates your risk of breaking TCPA laws.



Give Us a Call!
765.608.5050