



FCS OnLine



**Customer Location
Debt Recovery**



FCS OnLine



FCS OnLine is a global leader in identity verification and skip tracing services.

An Australian owned company, we are the only organisation licensed to access more than ten commercial grade databases to verify customer and business information.

FCS OnLine offers high-tech solutions that cross-reference and match against more than 200 million official records.

Clients are from all industry sectors including banking and finance, insurance and superannuation, telecommunications, retail, gaming, government and debt recovery.

All information is governed by the Privacy Act 1998, and FCS OnLine fully complies with the legal requirements of its database licenses



The Advantage of FCS OnLine





Customer Location Services

FCS OnLine offers comprehensive services for those wishing to locate customers who have moved or who are otherwise unreachable.

Our search and match analysis services include a suite of products that provide fast, cost-effective and accurate results for those looking to locate an individual or a business.

We have comprehensive solutions that allow our clients to search and cross reference the following databases:

- FCS Public Number Telephone Directory
- FCS Name and Address file (NAD)
- FCS Historical Name and Address file –150+ million records dating 10+ years
- White Pages® DirectAccess
- White Pages® CustomerCheck
- Property sales and building permit data
- Australia Post – National Change of Address File (NCOA)
- Australian Business Register

When you choose FCS OnLine, you gain more than just access to millions of up-to-date records and a range of sophisticated tools; you gain an information partner with the experience and expertise needed to help you achieve the results you are looking for.

Our product and services are the established market leader and trusted toolkit in collection departments, mercantile agencies, skip tracers and investigators across Australia.





FCS OnLine Search®

FCS OnLine Search® is an online customer location tool which enables businesses to locate debtors and former customers.

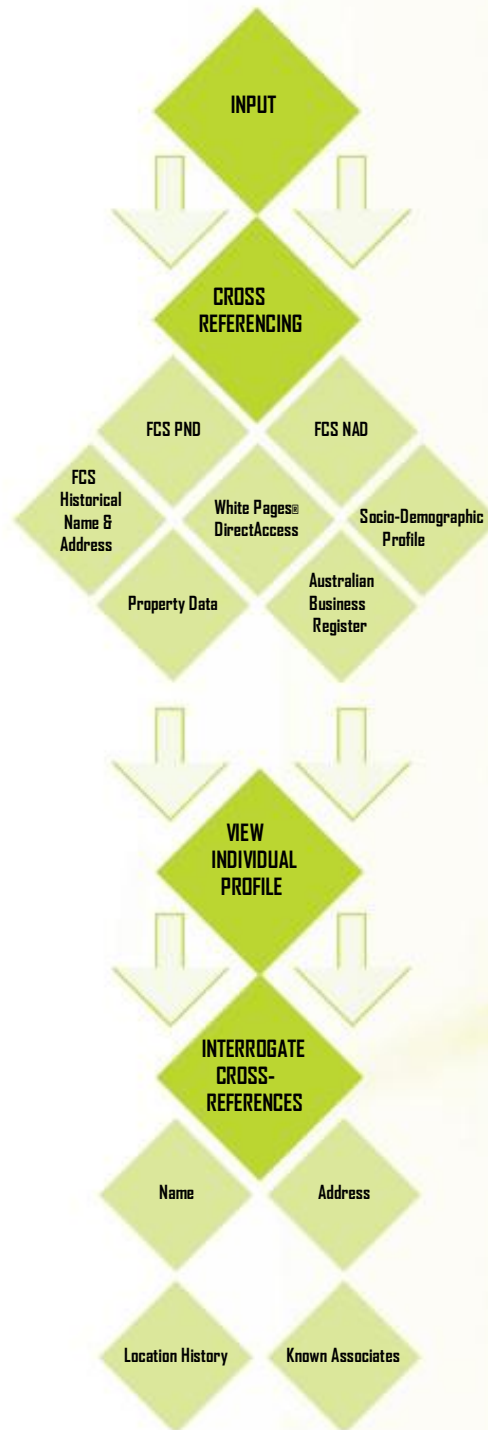
FCS OnLine Search® is your tool for:

- Increasing your contact rate
- Confirming or updating addresses and phone numbers
- Profiling an individual
- Establishing an individual's location history
- Determining Property ownership details
- Discovering a new address for an identity
- Discovering known associations
- Chasing bad debts
- Sub-second response times
- 4 million enquiries per month

Using our proprietary matching and linking technology, FCS OnLine Search® provides a series of integrated tools that cross reference data sources to present a single view of an individual.



How FCS OnLine Search® Works



RecoNexus®

RecoNexus® is an automated batch location and skip tracing system that leverages our proprietary matching and linking technology to provide the power of FCS OnLine Search® for large transaction volumes.

Using a broad range of data sources, RecoNexus® cross references your data to:

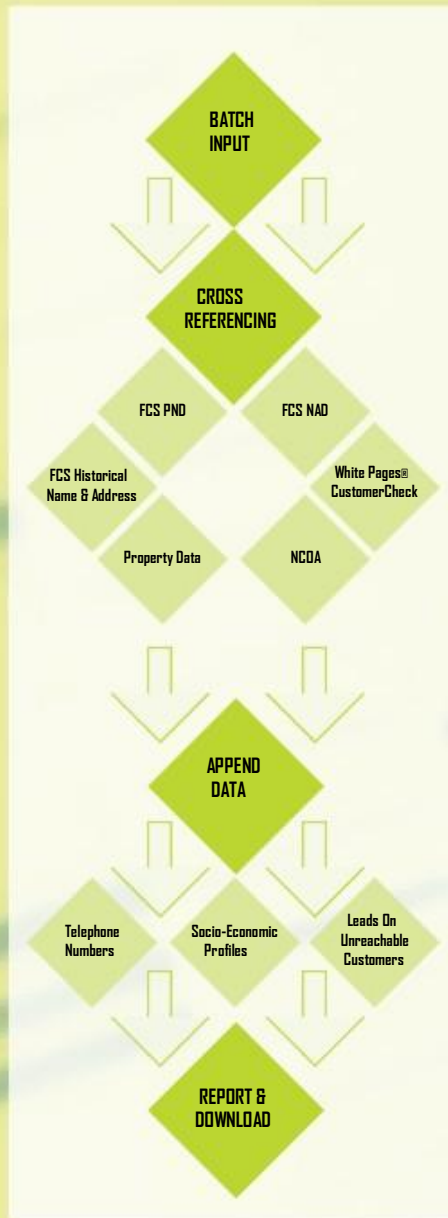
- Append telephone numbers using White Pages® CustomerCheck
- Interrogate the Australia Post National Change of Address file
- Establish socio-demographic profiles
- Find up to five potential leads for previously unreachable customers
- Establish a new address based on the FCS Online historical movers process
- Establish property ownership

It is fast, easy to use, and ideal for streamlining high volume collection and recovery prior to the first customer contact.

You can use RecoNexus® seven days a week and 24 hours a day – in many cases your files will be available within the hour for download.

RecoNexus® also provides you with an integrated and detailed report containing a full data analysis and match assessment.

How RecoNexus® Works





GENERAL ENQUIRIES

Monday to Friday
8:30am to 5:30pm AEST
t 13 23 33
info@fcsonline.com.au



SALES

Monday to Friday
8:30am to 5:30pm AEST
t 13 23 33
sales@fcsonline.com.au



STANDARD SUPPORT HOURS

Monday to Friday
8:30am to 5:30pm AEST
t 13 23 33
clientservices@dnb.com.au

For information about after hours
or emergency support please contact
our support desk during business hours.

24/7 support can be made available.



PRIVACY / COMPLAINTS HANDLING

For information about privacy or to lodge a
complaint please visit Complaints Handling
or contact the Privacy Manager
t +61 2 8270 2800
f +61 2 8270 2866
privacy@fcsonline.com.au



SYSTEM AVAILABILITY

FCS OnLine services are available
for use 24/7.