

EVIDEN

Eviden FlexiPayments

**An intelligent, FCA-regulated
payment platform, for customers
to take control of their bills**

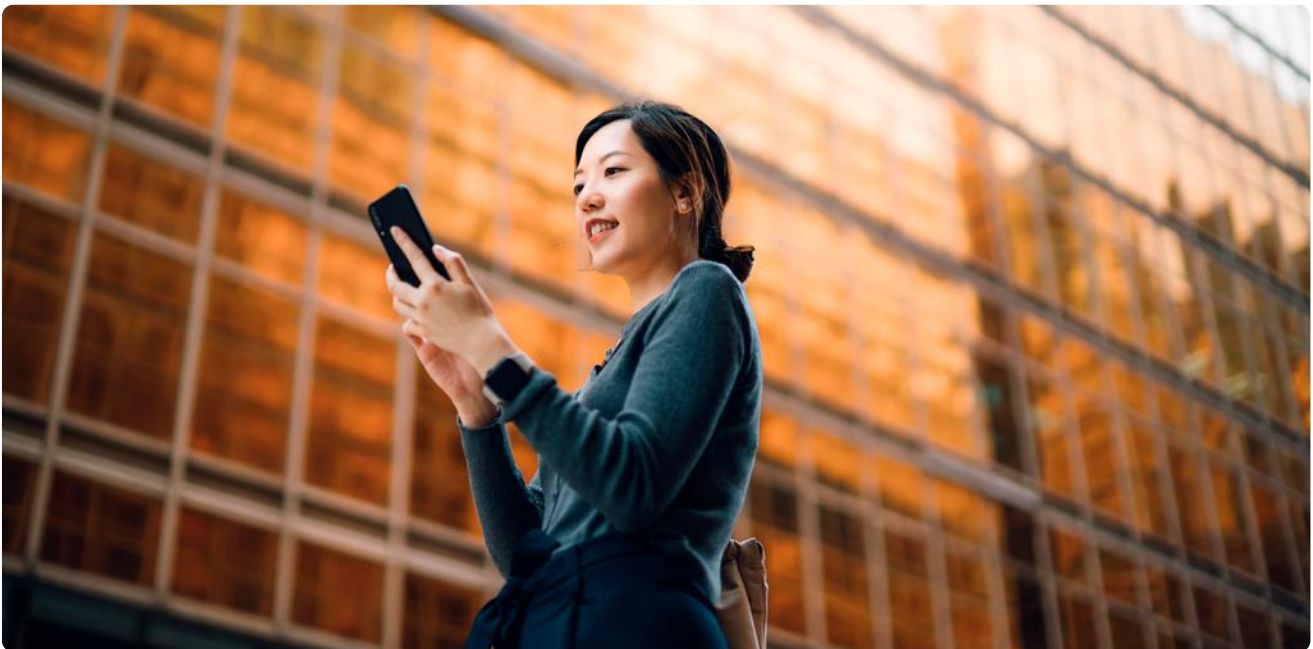
Eviden FlexiPayments

Eviden offers an alternative payment mechanism to direct debit as part of any collections mix. Built on Open Banking TPP OrdoPay, an FCA-regulated payment-as-a-service provider; Eviden has built an intelligent recommendations and notifications platform allowing customers to pay their dues across multiple funding sources, efficiently and effectively.

It is a means for customers to take control of their payment dues by enabling regular payments to suit their needs from one or more funding sources.

Within the application is the means to spot vulnerable customers and provide flexibility on when and how they meet their dues; rather than relying on a single payment, on a specified date, from a single account, i.e., direct debit which, in many cases, will fail due to funding constraints.

The system proactively monitors customer AIS (Account Information Service) data through a consented sign-up process (regulated by the FCA) and can make recommendations for one or multiple payments over a month to ensure customers meet their dues; or have made an effort to pay towards outstanding dues. Each month the recommendations will suggest the right options to help the customer keep on top of any payments they are required to make.

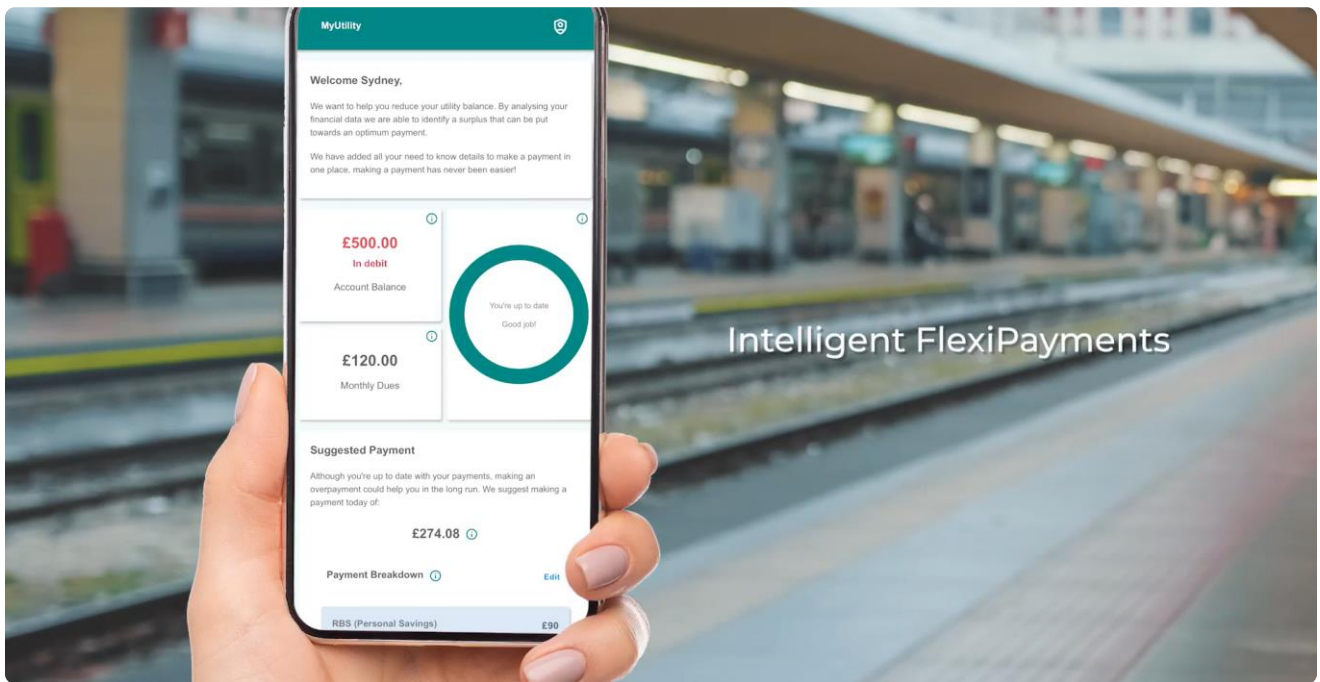


FlexiPayments helps customers stay away from arrears, and costly debt collection services, by empowering them to take control of their ability to pay and changes their payment habits. The system proactively supports them with cash flow management and takes reasonable steps not to push a customer into further unmanageable arrears.

Typically, the cost per transaction is lower than that of direct debit and is always lower than that of a credit card. The service offers:

1. **Flexibility:** enables customers to pay more flexibly, based on their financial commitments, income regularity and spending behaviours by using an Open Banking FCA-regulated provider, Ordo
2. **Intelligent recommendations and notifications:** our AI-powered payment recommendations and notifications engine encourages consumers to make the effort to pay and can spot those who are vulnerable plus proactively triaging and recommending practical next steps
3. **Reduced arrears:** customers offered payment flexibility are more inclined to pay something as opposed to nothing and they can split payments on demand, resulting in a reduction in arrears
4. **Loyalty:** maintain and grow customer loyalty due to a customer-centric experience, empowering the consumer and shifting back to positive NPS
5. **Reduced overhead:** lower cost per transaction for direct debit, significantly lower cost to credit card, instant bank-to-bank funding with no reconciliation costs

- 6. **Compliance:** built-in immutable ledger and audit trail of decision-making and actions for compliance and adherence to regulatory standards
- 7. **Know your customer:** access customer insights regarding spending, income to outgoings and essential and non-essential billing to better plan for, and build, policy. Provide enhanced reporting to regulators. Use of data to build new products.
- 8. **Customer-centric:** the solution has been designed with the consumer in mind – creating an easy mechanism for paying their dues
- 9. **Built-in innovation:** Our ambition is to continue to evolve this service based on sector feedback, ensuring it is enriched with relevance, insights and innovation.



Enhancing customer experience whilst reducing debt

Key features of the FlexiPayments solution include:

- Simple and seamless experience to make payment when due
- AI-powered recommendations and notifications to customers by analysing classified account information provided through consent by the Open Banking standard
- Ability to spot vulnerable customers and triage to appropriate next steps
- Lower cost to transact than other payment options in your collection mix – i.e., direct debit, credit card or cheque
- Automatic reconciliation to account with no burdensome costs to reconcile
- Immediate funding via bank-to-bank transfer
- Allowing the customer to build a payment plan that suits, one or more funding streams
- Reducing the incidents of missed payments, by allowing the customer the ability to pay
- Allows split payments, i.e., to share with friends, family or other interested parties to make up dues
- Immutable ledger tracking and reporting on all recommendations, notifications and transactions

ByzGen Ordo

Ordo is regulated by the Financial Conduct Authority ([FRN 836070](#))

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