

Tracking Investigation and Resolution of Identity Theft Disputes in Auto Loan Servicing

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Customer



- Auto Loan Servicer

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Business Challenge



- The examiners found that the furnishers' policies and procedures did not provide sufficient guidance for conducting reasonable investigations of indirect disputes that contain allegations of identity theft.

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Business Impact



- Failure to furnish Comprehensive policies and procedures prevents the reviewer from accurately investigating and resolving a legit Identity Theft dispute raised by the consumer.

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Solution and Execution



The Copasys® solution:

1. Highlights loans where identity theft disputes has been received.
2. Lists step-by-step process for the examiners/auditors to follow to accurately investigate and complete the review.

Audit result is published as 'Compliant' when all the listed guidelines are followed accurately and 'Non-compliant' when the listed guidelines are not followed at all or when the investigation is completed without reviewing all the listed steps.

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Business Value



Initiating certain dispute related rules along with effective remediation activities helps:

Significantly reduce the consumers' risk of inappropriate and/ or invalid debt collection practices and property loss.