

AUTOMATE FULL CASE REVIEWS WITH CITIZEN ACCESS



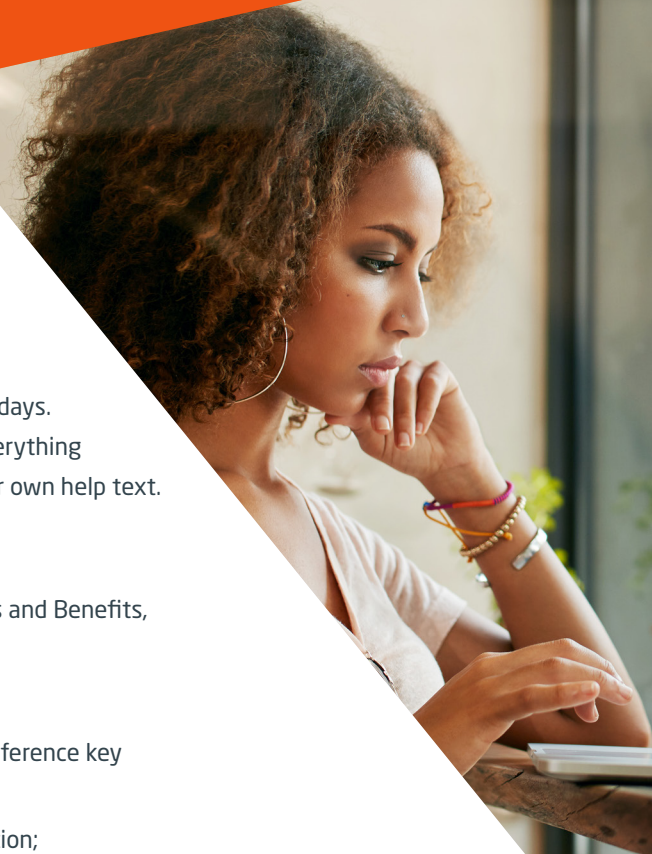
By combining online reviews with deep automation, Citizen Access - Full Case Review (CA-FCR) can make light work of the DWP's Housing Benefit Award Accuracy initiative.

SIMPLIFY THE PROCESS

Designed for the Housing Benefit Award Accuracy initiative, Citizen Access - Full Case Review (CA-FCR) streamlines the end-to-end process for this mandatory requirement. This option ensures your housing benefit awards are correct, and that those who are entitled are getting the correct amount of support has never been easier.

Without an online, integrated solution, you would be processing paper forms or making phone calls every month. But with CA-FCR, you can make secure, online forms available 24/7. Like all Citizen Access solutions, the user-friendly screens work on any device, so it's simple for claimants, and the real-time integration to NEC Revenues & Benefits keeps it efficient for you too.

- Review your housing benefit caseload under the HBAAI
- Simple forms with pre-populated data to streamline the process
- Deep automation to send and receive completed forms, so only the re-calculations require reviewing
- Highly configurable, including text as well as look and feel



EASY IMPLEMENTATION

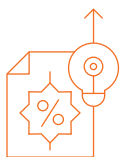
Existing Citizen Access customers can sign up for CA-FCR and be ready within days. Specialist training is available for non Citizen Access customers that covers everything needed to get you live quickly, including how to amend questions and add your own help text.

END-TO-END AUTOMATION

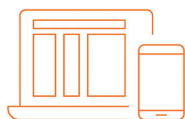
CA-FCR combines an online form with enhanced functionality in NEC Revenues and Benefits, so you can:

- Easily upload the DWP's risk files;
- Automatically send claimants a link to the review form as well as a unique reference key for authentication;
- Pre-populate each form, so claimants only need to agree or amend each section;
- Take completed forms straight into NEC Revenues & Benefits for final checks and re-calculation;
- Issue reminders and suspend Housing Benefit awards if no response is received to the initial communication;
- Produce management information on the data.

What's more, you can also set priority rules for the type of communication that works best for your customers. For example, SMS module users can set the priority order as SMS, then email, then letter, depending on the contact details that are held in NEC Revenues & Benefits.



Proactive housing benefit reviews



Advanced automation



Customisable and flexible

For more information on the services NEC Software Solutions offers visit our website necsws.com or get in contact with us at revsandbens@necsws.com