

EQUIFAX[®]

Business Status Alerts

User guide



 **Business**
Status Alerts

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Introduction

The Business Status Alerts Service enables clients to obtain credit reports and monitor limited companies or businesses for credit or risk assessment. Access to the system is available only where a user has been set up with an Equifax account.

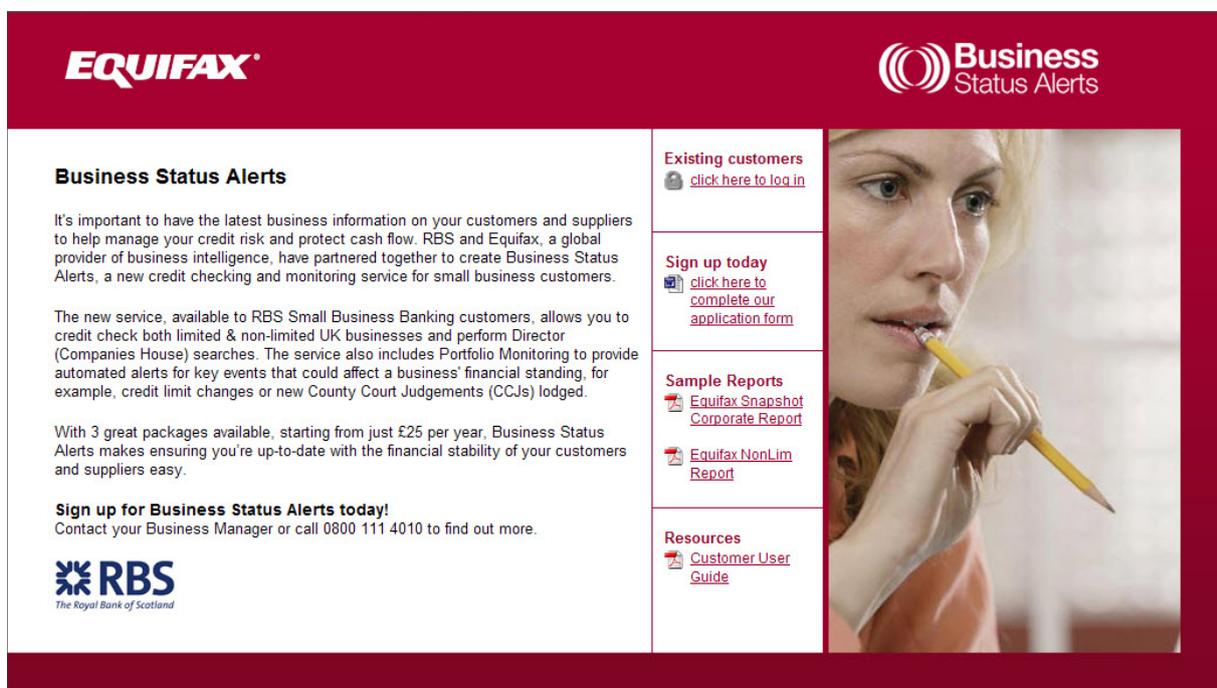
This user guide is only applicable where a user has an account and log in details have been supplied.

Business Information Services

Visit www.equifax.co.uk/exclusive-rbs and you will be taken to the Business Status Alerts landing page. Click on the **Existing customers, click here to log in** link and you will be presented with a new log in screen.

We recommend that you create a bookmark for the **Business Information Services** home page in your 'favourites' list.

Note the **Help** button . The site contains help throughout, and should be used to supplement this guide.



EQUIFAX

Business Status Alerts

Business Status Alerts

It's important to have the latest business information on your customers and suppliers to help manage your credit risk and protect cash flow. RBS and Equifax, a global provider of business intelligence, have partnered together to create Business Status Alerts, a new credit checking and monitoring service for small business customers.

The new service, available to RBS Small Business Banking customers, allows you to credit check both limited & non-limited UK businesses and perform Director (Companies House) searches. The service also includes Portfolio Monitoring to provide automated alerts for key events that could affect a business' financial standing, for example, credit limit changes or new County Court Judgements (CCJs) lodged.

With 3 great packages available, starting from just £25 per year, Business Status Alerts makes ensuring you're up-to-date with the financial stability of your customers and suppliers easy.

Sign up for Business Status Alerts today!
Contact your Business Manager or call 0800 111 4010 to find out more.

RBS
The Royal Bank of Scotland

Existing customers
 [click here to log in](#)

Sign up today
 [click here to complete our application form](#)

Sample Reports
 [Equifax Snapshot Corporate Report](#)
 [Equifax NonLim Report](#)

Resources
 [Customer User Guide](#)



Login

User ID

Password

Your Reference

[What's New?](#)

Search Options

Business name or number 

Country

Search type
 Search
 Word Search

Business Type
 Limited business
 Non-limited business
 Both Limited and Non-Ltd

Non-Limited address filter

Login

Enter your Client Code in the **User ID**, and your password in the **Password box**.

The **Your Reference** box can be used for internal referral purposes, and will be recorded on your monthly statement.

Click the **Login** button to continue.

Searches

After login you will be able to retrieve reports on companies and/or directors by using the **Search Options** panel.

Business searches

To the left of the screen is the Search Options panel.

Clicking on the **Business** tab enables you to search for a business.

A standard search does not require the full name, and will search for company names 'beginning with' whatever has been entered. The **Word Search** will only search for names that include all the words you enter, no matter in what order they appear in. To speed up the Word Search it is better not to include common parts of a name, e.g. British.

Pressing the Help button  will provide extended help on searching.

For Limited companies, you could enter the company registration number instead of the company name.

Search Type: checking **Search** will return all records which start with the same string of characters. Using Word Search will present a list where the business name contains these words.

Business Type: for Non-limited business, where there are many records with the same name, entering a word of the address e.g. first part of the postcode or full postcode in the filter box will return only the applicable businesses.

Displaying a report

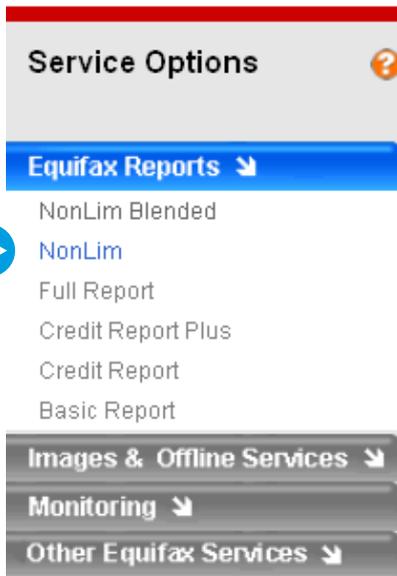
For a report on a business or company, enter the company name or registered number in the name box and click **Search**.

The screen will then present a list of all businesses meeting the search criteria entered. Choose the business in which you are interested by clicking the blue **Identification** number.

[Search Options](#) | [Business Search](#)

Identification	Name	Status	
 01641974	EQUIFAX (EUROPE) LTD	Full Previous	
02425920	EQUIFAX (U.K.) LIMITED	Full Previous	
03556488	EQUIFAX - REQUEST (UK) LIMITED	Full Previous	
02126271	EQUIFAX AUSTRALIA PLC	Full Previous	
03517639	EQUIFAX CARD SOLUTIONS LIMITED	Full Previous	
IR215393	EQUIFAX COMMERCIAL SERVICES LIMITED	Full Data	
02425920	EQUIFAX EUROPE (U.K.) LIMITED	Full Previous	
01641974	EQUIFAX EUROPE LIMITED	Full Dissolved	
01299728	EQUIFAX INFOLINK LIMITED	Full Dissolved	
01299728	EQUIFAX INFOLINK PLC.	Full Previous	
06007221	EQUIFAX LOANS LIMITED	Full Dissolved	
02425920	EQUIFAX PLC	Full Data	

You will then be presented with a screen confirming the address details so that you may be sure that you have selected the correct company, e.g. for a Limited company, this will be its registered address. To the left of the screen, in the **Navigation Panel**, will be a list in blue of the report types available. Reports in grey have been deactivated on the access code provided.



Non-limited business reports

For Non-limited businesses there is less information generally available and consequently the number of report types available will be less

RBS clients will have access to **Equifax NonLim** reports only other reports will be greyed out.



Limited company reports

RBS clients will have access to **Equifax Snapshot** reports. All other report options will be greyed out.

Bulletin reports

You will receive **Bulletins** if you have ordered a report. Clicking on the Bulletins option at the top of the screen will present you with a list of companies where there has been a change.

Business Information Services

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[Home](#) | [Login](#) | [Search](#) | [Watchout](#) | [MyAccount](#) | [Data Manager](#) | [Portfolio](#) | [Insurance](#)

Wed 26 November

[Data Manager](#) | [Bulletin Board](#)



Viewing and deleting a Bulletin report

These are all the reports you have ordered (and paid for), created as a result of being on Monitoring. To view a report, click on the company number on the left hand side.

Once you have viewed the alert, you can delete it by clicking on the word **Delete**.

Bulletin Board 						
Number	Name	Report Type	Reference	Date	Time	Date Viewed
<input type="checkbox"/>	12345678	MERONEY HIRE LIMITED		New Ltd Report	21/11/08	00:00:00
<input type="checkbox"/>	23456789	MERONEY SOFTWARE LIMITED		New Ltd Report	01/11/08	00:00:00
<input type="checkbox"/>	Select/Deselect All				Delete	

Bulletin Board alerts

Alternatively, any Bulletins you may have can be accessed through the **Bulletin Board** alerts. Bulletin alerts flash on the right side of the screen when you login. Having clicked through, you will be presented with a list of unread Bulletins.



Bulletin Board



Items have been posted to your Bulletin Board. Please take the time to [review](#) your bulletin list.

Portfolio Monitoring Service

After the login screen, clients can access the monitoring service to manage their customers, suppliers etc via the **Portfolio** tab on the Equifax menu.

Apart from Equifax Director reports, on taking the Equifax Snap Shot or Equifax Non-limited business report, users may add a business to Portfolio Monitoring by selecting the option that has been written into the report.

Portfolio Profile Setup screen

This provides details on initial setup of the client's profile options within the Portfolio Monitoring Service. The Profile Name will hold the monitor events that the client will be able to select and email address for the alerts to be sent. They may change these monitor events at any time, by checking/un-checking the events whilst in that profile.

Portfolio Profile Setup/Deletion

Portfolio Service Level': Gold

Create Profile

with default email for bulk

or

Update Profile

ATS

or

Delete Profile

Select

Clients can create as many profiles as they wish, or to choose from an existing profile. If the client only wants one profile, they need to create a new profile. They are then presented with a blank profile that requires completion.

Enter email address for receipt of alerts. Clients can select up to 5 different email addresses.

Enter default email addresses for alerts

graeme.drysdale@equifax.com

Enable SMS By checking this box you are consenting to receive mobile phone text message (SMS) alerts relating to company/business monitored events at a charge of **£0.30** per SMS per phone number. Should you wish to stop this service, simply uncheck this box and remove all phone numbers below.

Enter mobile phone numbers for SMS alerts

Please include international dial code and drop the preceding 0 e.g. UK mobile number 07841877777 should be entered as: 447841877777.

Clients can then select from the range of events available in order to set the profile up with the alerts required.

Default Monitoring Options		Toggle All Alerts <input type="checkbox"/>	
Company Monitoring		Toggle All Company Alerts <input type="checkbox"/>	
CREDIT ALERTS		Toggle All Credit Alerts <input type="checkbox"/>	
Credit Limit Decrease(Current > GBP10k)	=> 10% <input type="checkbox"/>	Credit Limit Decrease(Current <= GBP10k)	=> 10% <input type="checkbox"/>
Credit Limit Decrease to Zero	<input type="checkbox"/>	Credit Limit Increase(Current > GBP10k)	=> 10% <input type="checkbox"/>
Credit Limit Increase(Current <= GBP10k)	=> 10% <input type="checkbox"/>	Credit Limit Increase from Zero	<input type="checkbox"/>
Potential Late Accounts Warning	30 Days <input type="checkbox"/>	Protect Deterioration	=> Any <input type="checkbox"/>
Protect Score Improvement	=> Any <input type="checkbox"/>	Score Check Decrease	=> Any <input type="checkbox"/>
Score Check Increase	=> Any <input type="checkbox"/>		
DETRIMENTAL/GAZETTE ALERTS		Toggle All Det/Gaz Alerts <input type="checkbox"/>	
New Company CCJ Lodged	<input checked="" type="checkbox"/>	Credit Community Data - Negative	<input checked="" type="checkbox"/>
Credit Community Data - Positive	<input checked="" type="checkbox"/>	Company CCJ Cancelled	<input checked="" type="checkbox"/>

Once the client has completed the selection they can click on **Update** to confirm set up of the profile.

Business Monitoring		Toggle All Business Alerts <input type="checkbox"/>	
Bankruptcy Order	<input checked="" type="checkbox"/>	Credit Community Data - Pos/Neg	<input checked="" type="checkbox"/>
Non-limited Detrimental	<input checked="" type="checkbox"/>	Credit Limit Decrease	<input checked="" type="checkbox"/>
Credit Limit Increase	<input checked="" type="checkbox"/>	Non-limited Other	<input checked="" type="checkbox"/>
Update			

If the client tries to create a profile name already in the list, an error message will appear.

This service has encountered an error: (330) Profile chrissie already exists
[Click here to return to the previous page.](#)

Adding to Portfolio Monitoring – Online

Companies can be individually loaded to the Portfolio Monitoring Service. This can be done by first searching for the company (i.e. by company name or Reg. number). From the **Business Report Options** screen, the following options to add or delete the company from relevant profiles would appear.

Add to Profile:

Delete from Profile:

The option to add companies to Portfolio Monitoring can also be undertaken from within a credit report. Once the report has been accessed users will see at the top of the report the option to add or remove the company to or from the relevant profile.

Add to Profile:

Delete from Profile:

When the option to add has been selected, the profile requires selection. This example has 2 profiles: 'default' and 'top 10 clients'.

Add to Profile:

If the client has an internal business reference and/or group reference this can be input at this stage. Otherwise, click **Add**.

Company 04554213 has been successfully added to your Portfolio for profile default.

[Close](#)

Adding to Portfolio Monitoring via Bulk Upload

Clients can **Bulk Upload** companies to the monitoring service if they can provide details of their customers in the agreed spreadsheet format. Once the supplied file has been matched to the database, a simple batch process will create Portfolio Monitor records for each business identified.

Portfolio Bulk Upload

Select a File:

Click browse to select a file to upload

Portfolio Monitoring Bulk Download

This allows the client to view the businesses they have on their portfolio service. The email button allows the client to email the entire list of businesses on Portfolio to a given email address.

Portfolio Bulk Download

Profile name:

Bulk downloaded to:

Viewing Portfolio Alert messages

Immediately after login, if there are any outstanding alerts, the client will see the following Portfolio alert message flashing.

 **Portfolio Alert**

 Event(s) you have requested to be on Portfolio have occurred. Please take the time to [view](#) your alerts.

In addition the client would also receive an email notifying them that an alert has been received relating to a company on their Portfolio service. When the client opens the email, they will see the following message:

New portfolio alerts are available for profile 'chrisie'. Please log on to the website:
<https://www.equifax.co.uk/equifax/commercial/index.html>

Viewing Portfolio alerts in the Portfolio Alert Viewer screen

This allows the client to view all alert notices with an on-line summary of the alert.

A date range can be entered: the default date range is today's date. So, the client will need to select a date range to see older alerts than today's date. The client can sort their alerts by:

- Date
- Company Name
- Company Number
- Business Ref
- Group Ref.

All alerts that have been viewed show as black. Unread alerts show as red. The client has the option to view the alert, by clicking on the company number.

Help Desk support

If you require more information on this or other Equifax Business Information Services products, please contact your account manager or call us on 0800 111 4010.

Equifax ScoreCheck summary

The **Equifax Predictive Risk Indicator** has been developed using a wide sample of two distinct data sets: a collection of companies known to have failed, and a group of companies known to still be trading. The basis of the method used in the indicator was to establish common characteristics for bankrupt companies and to compare these to the wider trading database. The analysis consisted of the measurement of a series of ratios, and a comparison with industrial average.

The resultant model, **Equifax ScoreCheck**, is a generic knowledge based system. It uses information from the latest filed accounts and calculates a series of ratios depending upon the size of accounts available. These ratios are used as performance indicators of financial strength which when appropriately weighted and scored combine into a single measure. The number of ratios used in the analysis is dependent upon the volume of financial information available.

The score is made up of financial score components and non-financial score components. For financial score components the ratios employed include the following:

- Trading performance.
- Profitability.
- Working capital.
- Gearing.

Non financial scoring components are also included in the model e.g:

- County Court Judgements.
- Records of insolvency proceedings.
- Gazette/legal actions e.g. Winding up petitions.
- Aged accounts.

The final score is presented as a points value (1-100) and a grade (A-F) which is evaluated and updated in real-time as information on the database is updated from either accounting information or legal data. The model is regularly tested and its performance evaluated.

Equifax ScoreCheck categories

- A. Excellent.
- B. Very good.
- C. Above average.
- D. Average.
- E. Below average/poor.
- F. Very poor.
- G. Serious gazette code present.
 - I. The company is technically Insolvent.
 - O. The company is late in filing its latest accounts at Companies House.
- NT. The company's accounts state that the company does not trade.
- N. Companies House classifies the company's accounts as 'dormant company accounts'.
- NA. The company has not filed accounts yet.

Within the categories A to F there will also be a + and - aspect depending on the actual points scored. The groupings will be as follows:

Actual score	Category
0 – 4.....	F-
5 – 14.....	F
15 – 19.....	F+
20 – 24.....	E-
25 – 29.....	E
30 – 34.....	E+
35 – 39.....	D-
40 – 44.....	D
45 – 49.....	D+
50 – 54.....	C-
55 – 59.....	C
60 – 64.....	C+
65 – 69.....	B-
70 – 74.....	B
75 – 79.....	B+
80 – 84.....	A-
85 – 94.....	A
95 – 100.....	A+

Traffic light categories

	A+, A, A-	Excellent risk (Green)
	B+, B, B-.....	Very good (Green)
	C+, C, C-	Above average (Green)
	D+, D , D-.....	Average risk (Amber)
	E+, E, E-.....	Below average (Amber)
	F+, F, F-	Very high risk (Red)
	G.....	Gazette data filed (Red)
	I.....	Insolvent code (Red)
	O.....	Out of date accounts (Red)
	NA.....	No Accounts have been filed (Red)

Gazette codes used in Equifax reports

ALM	Annual liquidators meeting
AO.....	Administration order
AOD	Administrative order discharged
ARA.....	Administrative receiver appointed
ARC	Administrative receiver ceasing
BKO	Bankruptcy order
CVA.....	Corporate voluntary arrangement
DIS.....	Company dissolved
FM.....	Final meeting
HCW	High court writ
IRC.....	Business ceased
JAA	Joint administrative receiver
LA	Liquidator appointed
LR	Liquidator released
LRA.....	Receiver appointed to land / property
MOC	Meeting of creditors
PDS	Petition dismissed
PET	Petition to wind up
PNA	Petition adjourned
PNW	Petition withdrawn
RES.....	Company Restored to the register
RMA.....	Receiver manager appointed
RMC.....	Receiver manager ceasing
RNC	Company restored and wound up
SEQ	Sequestration order
SOD	Striking off notice discontinued
SOJ.....	Petition stood over
STR.....	Striking off notice
UPP	Unpublished petition to wind up
VAC.....	Voluntary action discontinued
VAD.....	Voluntary arrangement in default
VWO	Voluntary winding up
WOR.....	Winding up order rescinded
WUO	Winding up order

Insolvency procedures explained

Creditors Voluntary Liquidation (CVL)

When a company is insolvent, that is:

- its liabilities exceed its assets and/or
- it cannot pay its debts when they fall due and
- there is no prospect of the company continuing to trade.

It may be appropriate to place the company in creditors' voluntary liquidation. A licensed insolvency practitioner must be called on to take the appointment.

The Directors and Shareholders place the company into liquidation by passing appropriate resolutions at specific meetings. However the liquidation is effectively under the control of the creditors, who are able to choose the liquidator and the liquidation committee.

In a CVL the liquidator has a duty to report to the Department for Business, Enterprise & Regulatory Reform on the conduct of the directors of the insolvent company. Therefore directors should be aware of the Company Directors Disqualification Act 1986.

Members Voluntary Liquidation

This form of winding up is designed for companies that are solvent. A majority of the directors of the solvent company must swear a declaration of solvency which is a document showing the company's assets and liabilities.

Again the company is placed into liquidation following the appropriate resolutions being passed by the directors and shareholders of the company.

In this form of insolvency the creditors are to be paid in full and any surplus, after the indebtedness of the creditors has been discharged, is paid to the company shareholders in the form of a dividend.

There is no obligation on the liquidator to report to the Department for Business, Enterprise & Regulatory Reform on the conduct of the directors.

Company Voluntary Arrangement

A Company Voluntary Arrangement (CVA) or Creditors' Voluntary Arrangement is a formal legally binding agreement with the insolvent company's creditors. The arrangement is designed to provide a better return to creditors than liquidation would and usually provides that the company can continue to trade.

An insolvency practitioner assists the company to prepare a proposal, which all creditors are then asked to vote on.

CVAs are best suited to companies who have fallen on hard times however do have the ability to return to profitability, as arrangements usually make a provision for a monthly payment to the supervisor for the benefit of creditors.

Compulsory Liquidations

This is a court directed method of winding a company up.

There are several grounds on which a winding up order may be made.

- The company has resolved that it should be wound up.
- The company fails to commence trading within a year of its incorporation or suspends its business for a whole year.
- The company is unable to pay its debts, (total liabilities exceed total assets in value, a statutory demand greater than £750 remains unpaid for 21 days or the company is subject to an unsatisfied judgement execution).

An application to wind a company up must be made via a petition, which can be presented, by the company, its directors, its shareholders or any creditors of the company.

The official receiver becomes the liquidator and is granted considerable powers of investigation into the company's affairs. However the official receiver is unable to pay a dividend to creditors and therefore an independent insolvency practitioner is appointed as liquidator should a dividend become payable.

Administration

An administration order is granted by the court to provide for one of the following:

- The survival of the company, and the whole or any part of its undertaking, as a going concern.
- The approval of a CVA.
- The sanctioning of a Section 425 scheme of arrangement.
- A more advantageous realisation of the company's assets than would be effected on a winding up.

The order is made as a result of a petition presented to the Court usually by the director(s) of a company or a creditor.

The administrator takes control of the company's business and assets. The administrator is unable to pay a dividend to unsecured creditors, therefore the company needs to be placed in another form of insolvency should a dividend become payable.

Administrative Receivership

The purpose of Administrative Receivership is to recover monies owed to a secured creditor. The creditor will appoint a Receiver who will have the power to manage the affairs of the company. (The Insolvency Practitioner dealing with the case is referred to as 'The Receiver'). This is to ensure that the company continues to trade with the aim that receivership is just a temporary stage. However, receivership could also mean the first step to ending the company's life.

Final meetings

When the company's affairs are fully wound up, an account is presented by the Liquidator to the members and creditors. The account and final meetings must be sent to the Registrar within the week of the meeting taking place.

Bankruptcy

A bankruptcy petition is served on a debtor by one of its creditors, if this remains unsatisfied the court issues a bankruptcy order, the debtor is also able to apply for his or her own bankruptcy.

The bankrupt's assets vest with their Trustee in bankruptcy who has to take all appropriate steps to realise them. The bankrupt has a duty to assist the Trustee with their enquiries and the financial conduct prior to bankruptcy can be examined.

Bankruptcy resolves financial affairs in that liabilities are satisfied after a period of normally three years.

Individual Voluntary Arrangements

An Individual Voluntary Arrangement is a formal legally binding agreement with the debtors' creditors. The arrangement is designed to provide a better return to creditors than bankruptcy would. An insolvency practitioner assists the debtor to prepare a proposal, which all creditors are then asked to vote on, during this period the insolvency practitioner is known as a nominee. The proposal usually provides that a monthly sum is paid to the supervisor for the benefit of the debtor's creditors. An IVA gives the debtor an opportunity to choose which assets can be included within his proposal, this may provide the debtor with an opportunity to continue to trade.

www.equifax.co.uk

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