

The Tracing Group Case Study

The Tracing Group is a data management company, specialising in locating and verifying missing customers, or heirs of deceased customers, quickly and accurately, for the purpose of asset reunification. The experienced team of researchers and data specialists at The Tracing Group are focused on providing innovative solutions to the financial services sector that harness the latest in technological development, whilst remaining dedicated to the needs of the clients.

Poor quality customer data is a concern in the financial services industry, where losing contact with a customer leaves a company unable to meet its regulatory obligations, or maintain an active relationship with clients, especially when an ongoing service is being provided.

The Tracing Group provide a full suite of services from screening data to identify customers that are deceased, through to tracing customers that have moved house, even when they have moved overseas. An area of particular specialism is resolving unpaid death claims or helping financial institutions to identify, locate and verify the legally entitled persons when the original customer is deceased.

The Tracing Group were invited to participate in the Financial Services Qualification System (FSQS) by a major UK Building Society who wanted to use their services to help them to identify customers that are deceased, and then trace their legal heirs and beneficiaries so that they can reunite them with their accounts. This is an area of work in which The Tracing Group have extensive experience and consistently achieve very high levels of success.

Danielle Higgins, Managing Director of The Tracing Group, commented:

“It quickly became apparent that joining the FSQS scheme would be an excellent opportunity to grow and improve our business. We had already achieved ISO 27001, so all our systems and practices reflect this high standard of protecting client data. The process of FSQS accreditation encouraged us to take another inwards look to determine if everything was robust. As a result, we improved some of our processes and also introduced new ones.”



We were sent the link to the online questionnaire on the 30th October and by 18th December the account had been activated for the whole of the buying community to see. As we were new to FSQS, we had to complete the entire questionnaire. In subsequent years this time will be reduced as we only need to update the information where necessary.

The team at FSQS were knowledgeable and helpful, responding to queries over the phone immediately and with helpful insight. Their review of our responses was timely and thorough. We were delighted to have been asked to participate in the process, and we would highly recommend the FSQS.

Danielle Higgins
Managing Director, The Tracing Group