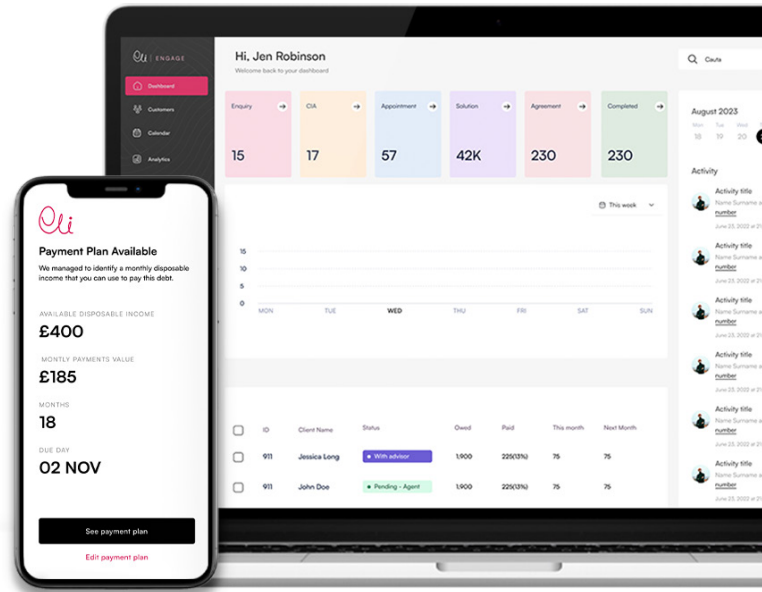


The Elifinty platform

Support your consumers
through the cost of living crisis



1 in 3

The number of people who missed a bill payment in 2023.

1.4 million

The rise in people in financial difficulty between May 2022 and January 2023.

42%

The percentage of people who ignored their creditors because of shame.

The UK's cost of living is still a crisis, but you can be part of a brighter financial tomorrow.

The time to start is now, which is why our cloud-based platform allows you to digitally transform your debt support solution almost immediately.

With three connected hubs – Eli for consumers, EliEngage for creditors, and EliConnect for debt advisors – the Elifinty platform creates better visibility, transparency, and accountability for the key players in debt support.

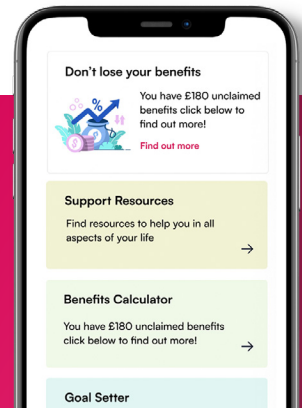
Plus, with an AI solution engine, automated workflows, and robust analytics, it offers all you need to streamline the consumer support and collections journey.

It's a win-win-win.

[Book a demo](#)



Ensure people-centric debt support with Eli



What?

A debt support app that connects consumers to creditors and advisors.

Who?

For people who are dealing with, or are at risk of, problem debt.

Why?

- Create relationships with creditors and advisors rooted in trust.
- Access specialist support for finances and wellbeing.
- Learn how to take control and achieve long-term financial health.

How?

Simple data sharing

With Eli, people can:

- Input and upload their personal information digitally, just once.
- Upload and view all the necessary paperwork within minutes.
- Give creditors full visibility of their finances with open banking and CRA APIs.

Enriched support

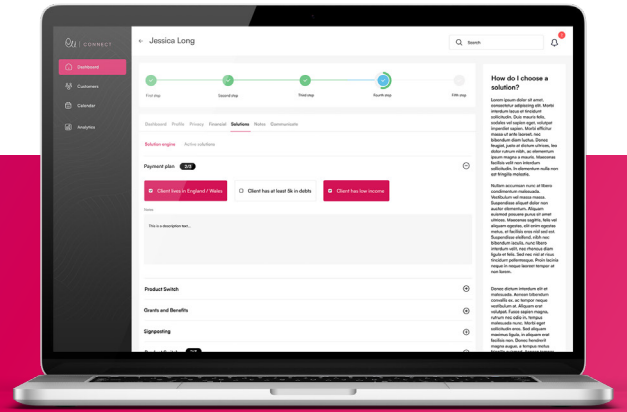
With Eli, people can access:

- Personalised payment plans tailored to their circumstances.
- Specialist debt advice digitally or in person, with easy-to-book appointments via the app.
- Mental health support, alongside food vouchers, fuel vouchers, and energy hardship grants.

Financial education

Eli connects people to:

- Financial literacy education resources.
- Self-serve budgeting and planning tools.
- A benefits and grants eligibility calculator.



Eli | CONNECT

Empower advisors with a holistic view of at-risk people

What?

A debt support platform that connects advisors to consumers and their creditors.

Who?

For debt advice agencies and charities.

Why?

- Gain better visibility of people at every stage of the debt journey.
- Provide support that's tailored to people's changing needs.
- Alleviate pressures on support agents by improving efficiencies.

How?

Streamlined management

With EliConnect, debt advisors can:

- Match people to the support they're eligible for immediately with an AI solution engine.
- Automate case audit notes, confirmations of advice, document upload and identification, and data sharing.
- Map people's debt support journeys and quickly identify what's needed and when with case and customer management modules.

Data-led decisions

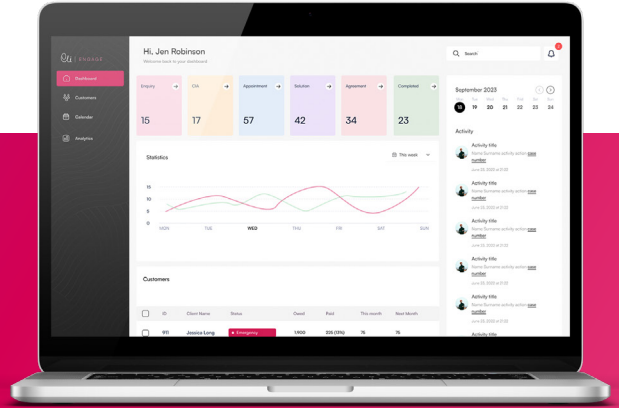
EliConnect makes it easy to:

- Prioritise vulnerable people and update their support pathways with live data reporting.
- Track social metrics and compliance needs with built-in analytics and reporting.
- Forecast caseloads and staffing needs with analytics, an AI solution engine, and always-on communication with creditors.

Holistic care

With EliConnect, debt advisors can:

- Be reached by users at any point to build trust and transparency.
- Refer people to specialised wellbeing support and urgent reliefs.
- Quickly identify people at risk of defaulting and provide targeted care, including aftercare.



Eli | ENGAGE

Minimise the impact of debt on your business

What?

A debt support platform that connects creditors to consumers and advisors.

Who?

For creditors in the energy, housing, and financial services sectors.

Why?

- Immediately connect consumers to the right support, the first time around.
- Alleviate agent workloads, reduce customer service costs, and speed up collections.
- Stay compliant to consumer regulations and enhance your reputation.

How?

Proactive care

With EliEngage, creditors can:

- Prioritise people, create achievable payment plans, and pre-empt defaulting with an AI solution engine.
- Refer people to specialist support, from mental wellbeing advice to food and fuel vouchers.
- Empower consumers' financial education with self-serve tools, while reducing customer service costs.

Increased efficiencies

EliEngage frees up time and resource through:

- Automated data sharing, paperwork uploads, case audit notes, and performance reporting.
- Full visibility of consumers at every stage with open banking and customer and case management modules.
- Forecasting caseloads and staffing needs with analytics, an AI solution engine, and always-on communication with advisors.

Positive outcomes

EliEngage helps to:

- Achieve more accurate financial forecasting with robust analytics.
- Allow consumers to engage via the app or in person with GDPR-compliant communication and data sharing.
- Speed up time-to-support, thus accelerating the recovery and collections process.

Create brighter financial futures with Elifinty

Visit our website to learn more about the Elifinty platform, read about the sectors we work with and how, and find additional resources and insights on the cost of living crisis.

[Explore Elifinty](#)

