



PSCU's TriVerity Announces New Indirect Credit Bureau Dispute Processing Solution

St. Petersburg, Fla. — (Sept. 14, 2022) — [TriVerity](#), a [PSCU](#) company, today announced it has launched its Indirect Credit Bureau Dispute Processing Solution via The Loan Service Center (TLSC). By handling the full burden of timely indirect credit bureau tradeline dispute investigations and responding to automated credit dispute verification forms (ACDVs), the service enables credit unions and their employees to focus on meeting members' ever-evolving needs and expectations.

"The indirect credit bureau disputes process can be time-consuming and even stressful, but getting it right is vital to the overall health of the credit union and their member experience," said Wendy Elieff, senior vice president, Client Service and Marketing at TriVerity and TLSC. "Our Indirect Credit Bureau Dispute Processing Solution removes the onus from the credit union and manages the entire journey properly and in a timely manner, so credit unions can reallocate their staff's time and efforts, all while keeping an open line of communication with a partner they can trust."

With quick and easy implementation alongside simplified pricing, the Indirect Credit Bureau Dispute Processing Solution helps credit unions improve efficiencies and reduce labor costs. Once setup is complete, the TLSC team operates autonomously, with minimal supervision from credit union staff due to thorough and transparent communication from the TLSC team.

Results of indirect credit bureau disputes can be reviewed in real time and are available 24/7 to credit union employees. In addition, TLSC client service representatives provide quarterly updates on trends and procedures, as well as any uncovered errors, that can assist credit unions in developing internal process improvements to avoid future disputes.

"TLSC is handling all of our indirect credit bureau disputes with ease and efficiency through the Indirect Credit Bureau Dispute Processing Solution," said Desiree Williams, collections manager, Money One Federal Credit Union (MOFCU). "The initial setup process was easy, and the MOFCU collections team now has one less task on its plate. We have complete confidence TLSC is managing the process from start to finish."

Indirect credit bureau dispute processing services are now available to all financial institutions through TLSC. To learn more about TriVerity, TLSC and its offerings, visit [TriVerity.com](#).

About TriVerity and The Loan Service Center

TriVerity, a PSCU company, is a full-service collection agency managing non-performing and charged-off loans with a comprehensive menu of third-party collection services. Since 1990, TriVerity has worked with over 2,700 financial institutions nationwide and is a leading industry expert for financial institution collections of all loan types. The Loan Service Center (TLSC) provides first-party delinquency management to minimize loan loss by managing early-stage delinquency. The Loan Service Center's agents work under the direction of financial institution collection departments to follow procedures. TriVerity and TLSC's broad spectrum of collection resources and training programs help financial institutions manage and mitigate loan delinquency rates. For more information, go to www.TriVerity.com.

About PSCU



PSCU, the nation's premier payments CUSO, supports the success of 1,900 credit unions representing nearly 7 billion transactions annually. Committed to service excellence and focused on innovation, PSCU's payment processing, risk management, data and analytics, loyalty programs, digital banking, marketing, strategic consulting and mobile platforms help deliver possibilities and seamless member experiences. Comprehensive, 24/7/365 member support is provided by contact centers located throughout the United States. The origin of PSCU's model is collaboration and scale, and the company has leveraged its influence on behalf of credit unions and their members for more than 40 years. Today, PSCU provides an end-to-end, competitive advantage that enables credit unions to securely grow and meet evolving consumer demands. For more information, visit pscuc.com.

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