

May 5, 2016



Equifax Workforce Solutions Reaches Milestone in Unemployment Claims Management

Equifax CaseBuilder Platform Reaches 100,000 Users in All 50 States Leveraging the Solution to Streamline Unemployment Case Management

ST. LOUIS, May 5, 2016 /PRNewswire/ -- [Equifax Workforce Solutions](#), a leader in human resource, analytics and verification services, and a business unit of Equifax Inc. (NYSE:EFX), today announced details of its latest milestone: [CaseBuilder](#), its advanced unemployment cost management platform, is now accessed by more than 100,000 active users, representing thousands of clients. Equifax clients leverage CaseBuilder to more efficiently manage unemployment claims activity, gain greater visibility into unemployment costs, help improve workflow alignment with regulatory requirements and help increase the accuracy and timeliness of responses to claims.



"The confluence of rising unemployment costs and a complex and changing regulatory environment has made claims administration a resource-intensive task for today's busy HR managers," said Sheldon Jackson, director, UC Product Management for Equifax Workforce Solutions. "Our CaseBuilder solution was designed to help eliminate these hassles through a streamlined, intuitive approach, while supporting an unemployment insurance integrity compliance strategy. We are thrilled to have reached the significant milestone of 100,000 users across all 50 states, affirming the value that CaseBuilder delivers to employers by simplifying the employer experience and offering them more control and insight into their unemployment case management process."

Launched in 2013, CaseBuilder now helps employers manage more than 1.6 million unemployment cases each year. In just two years, both the full-service implementation as well as the CaseBuilder Flex solution, which permits employers to build their own response workflow using the platform as a technology backbone, have been well-received by employers nationwide.

A secure and centralized platform for monitoring all claims activity online, CaseBuilder helps simplify unemployment case-related workflows. In adherence with the standards established by the State Information Data Exchange System (SIDES), CaseBuilder guides users through a series of information requests to systematically address each benefit claim. The solution also helps users maintain compliance through accurately reported data, while helping state agencies reduce fraud.

"We view CaseBuilder as a critical business tool for our HR team," commented Dan Burchfield, Human Resources manager at Corizon Healthcare, Inc. "The CaseBuilder desktop provides the ability to do real-time responses and removes all elements that would often delay a response to an unemployment claim. The Action Item prompts as well as the Urgent Items prompts, along with the deadlines provided in the system, have helped our team improve response times and meet compliance requirements. We are able to tap into analytics and reporting that helps us manage our tax liability and make resource allocation decisions. CaseBuilder has proven to be a robust tool in documenting and responding to unemployment claims, reducing by suspending or avoiding unwarranted claims. In turn reducing our tax burden, this adds financial value to the bottom line."

About Equifax

Equifax powers the financial future of individuals and organizations around the world. Using the combined strength of unique trusted data, technology and innovative analytics, Equifax has grown from a consumer credit company into a leading provider of insights and knowledge that helps its customers make informed decisions. The company organizes, assimilates and analyzes data on more than 800 million consumers and more than 88 million businesses worldwide, and its databases include employee data contributed from more than 5,000 employers. Equifax Workforce Solutions, an Equifax business unit, is a leading provider of human resource compliance, analytics and verification technology and services.

Headquartered in Atlanta, Ga., Equifax operates or has investments in 24 countries in North America, Central and South America, Europe and the Asia Pacific region. It is a member of Standard & Poor's (S&P) 500[®] Index, and its common stock is traded on the New York Stock Exchange (NYSE) under the symbol EFX. Equifax employs approximately 9,200 employees worldwide.

Some noteworthy achievements for the company include: Ranked 13 on the *American Banker FinTech* Forward list (2015); named a Top Technology Provider on the *FinTech* 100 list (2004-2015); named an *InformationWeek* Elite 100 Winner (2014-2015); named a Top Workplace by *Atlanta Journal Constitution* (2013-2015); named one of *Fortune's* World's Most Admired Companies (2011-2015); named one of *Forbes' World's* 100 Most Innovative Companies (2015). For more information, visit www.equifax.com/business or www.equifax.com.

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