



# Data Protection Questionnaires

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# Data Protection Act Security Questions

## Overview

A questionnaire can be set up to authenticate the identity of a caller before the debt may be loaded. These Data Protection Act (DPA) security questions are setup as part of a client's service level agreement.

## Data Protection Act Questionnaire Setup

To setup the questionnaire there is a security section under the Service Level Agreement category on the client screen.

Service Level Agreement	
Settlement Discount % Level 1	
Settlement Discount % Level 2	
Settlement Discount % Level 3	
Script	
Contract Number	
SLA Life Cycle	
Days to obtain 1st payment	
Days to obtain subsequent payment	
Security	
Allow Password Creation	<input type="checkbox"/>
Number of Answers Required	3
Security Questions	Click to Setup

If the option to allow password creation is checked, after answering the security questions correctly, the option to set up an account password is given. If this is setup, the next time the debt is loaded the Collector only needs to ask for the account password.

A Question is made up of question text, the ORCA table and field name from which the answer for the Question will be taken from and if the question is mandatory.

Select	QuestionText	TableName	FieldName	Required
Click here to add a new row				
<input type="checkbox"/>	Name	Debtor	DebtorName	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Address Line 1	Address	AddressLine1	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Dob	Debtor	DebtorDob	<input type="checkbox"/>
<input type="checkbox"/>	Post Code	Address	AddressPostCode	<input type="checkbox"/>

## Data Protection Act Security Questions

If DPA questions are setup on the client, once the debt is accessed the following screen will appear. The collector should follow the instructions on the left, highlighted in red.

A script may also be setup on the client which will be displayed on this screen for the collector to follow.

**Debtor**

David Ryan

Salutation: David Ryan  
Debtor Name: David Ryan

**Information:**

**Please confirm the identity of the Debtor by asking the questions displayed to the right.**

**You should ask all required questions first and then any 2 of the remaining questions.**

**If an answer is empty, ask the Debtor for the answer to the question and enter it in the box.**

Question	Answer	Correct?
Caller	David Ryan	<input checked="" type="checkbox"/>
Address Line 1	Yeadon	<input type="checkbox"/>

**Questions (Answer at least 2 of these Questions)**

Question	Answer	Correct?
Dob		<input type="checkbox"/>
Post Code	LS19 4GH	<input type="checkbox"/>

Type	Number
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**Script**

Operational Notes  
Only accept min payments of 100.00  
Do not accept any dispute as all money is owed  
The customer is not always right.

If the answer to the question was not previously known, the collector can enter it here. For example, if the question was 'Date of Birth' and the answer was not known by ORCA, the collector could enter the answer here and ORCA would store it for this debtor, useful for collecting additional data to report back to the client.