

LEADING INSURER

protects customers with Experian Candidate Verifier

To protect customers, Swinton Insurance has replaced its existing employee screening solution with **Experian's Candidate Verifier**. This is an automated online service that lets the HR team check the background history of any candidate or existing employee quickly and efficiently. As well as providing a much faster, simpler experience for employees and candidates, **Candidate Verifier** has minimised admin for Swinton's busy HR team, and added an extra level of protection for its customers.

For insurance companies, protecting customers is a top priority. **One way to achieve this is to screen all employees, before they start work, based on their legal and financial history.**

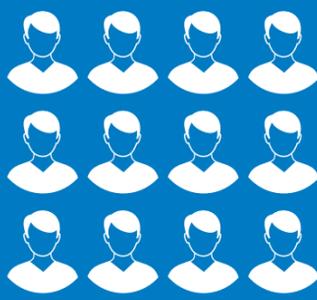


Leading UK home and vehicle insurance broker Swinton...



...has over **300** branches across the UK

Swinton Insurance has always had measures in place to protect its customers. However, to further improve service quality and minimise fraud risks, the organisation recently looked into improving the existing screening programme, across the business.



To help Swinton Insurance **manage an increase in employee checks**, it set out to find a new solution.

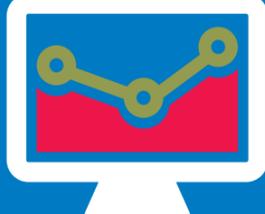
Kaylea Bowker, HR Manager at Swinton Insurance, says,

Our main concern was for employees and candidates, who were really struggling with the screening process. The screening form itself was very complex, and the guidance for filling it in was unclear. If candidates didn't provide all the right information first time, there were also long delays. We are a fantastic organisation to work for, but the **screening process was giving the wrong messages.**

Optimising the screening process with Experian

To address its employee screening challenges, **Swinton decided to replace its existing solution with Experian's Candidate Verifier.**

This automated online service offers Swinton a range of significant benefits, helping the team to improve the quality and efficiency of their recruitment process.



With Experian, the entire screening process is much faster and easier," says **Kaylea**. "The Experian screening form and guidance is very simple, which means employees and candidates can fill it in correctly first time," she adds. "With no loose ends to chase, we can get on with our core activities of looking after employees and answering their HR queries."

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