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# Address Research

## for private consumers in Germany

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Your customer owes you money, cannot be traced and your invoice and/or reminder is returned with the notation “moved to an unknown address” or “address unknown”. A current address must be ascertained for claims to be enforced. Inquiries with the resident’s registration office alone are not sufficient, as a lot of debtors do not officially get registered, deregistered or alter their registration. BÜRGE Address Research quickly and simply provides a new address freshly investigated in regard to deliverability.

By combining different data pools with inquiries with the resident’s registration office BÜRGE Address Research maximizes the research success. Each researched address runs through a quality control process in order to guarantee the deliverability of the new addresses. The additional enrichment with mobile or landline telephone numbers is automati-

cally made (applies to all research levels, if available). BÜRGE Address Research is exclusively catered for entrepreneurs, persons pursuing in business and freelancers and provides quick and reliable assistance for researching addresses of private consumers within Germany that were checked in regard to deliverability.

### How BÜRGE Address Research works

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#### **BÜRGE offers a transparent research system in 3 levels**

In the first instance the addresses submitted to us are checked in regard to completeness and plausibility as well as duplicates. If necessary, temporary addresses (e. g. correctional facilities, hospitals) are filtered and sent back to you free of charge.

Subsequently research is conducted within our data pool containing over 7 million moving data. Should these efforts also not lead to a result, research then goes over to research level II, automatically and free of charge. In level II we revert to external consumer and address databases (approx. 40 million persons) as well as credit agency databases.

If the research conducted in level I or level II is successful, research costs incur. If research leads to no success, no costs incur.

In case the person searched for could not be traced in level I or II, the inquiry is passed to research level III (inquiry with the resident’s registration office). Due to the response time of the registration offices, research level III may require an average processing time of 5 – 20 working days. We check the results gathered this way in regard to plausibility and immediately start the deliverability check for all delivered addresses. Should this check show that the person searched for moved away again, we then conduct another check with the resident’s registration office upon request (follow-up check).

The fees for the initial inquiry with the resident’s registration office are already included in the costs for research level III. Additional costs arise if follow-up or multiple inquiries with the resident’s registration office become necessary.

### Deliverability check

Each address researched by us is checked in regard to deliverability. The freshly researched addresses run through a multi-level process. For part of the addresses we can already assure deliverability electronically. In the remaining cases we conduct a deliverability check in writing, i. e. we send a post-paid letter containing a postal endorsement to the new address. If our letter is not returned to us within a stipulated time, the address is considered to be deliverable. This

way returns can be reduced to a minimum. Due to this deliverability check an average research time of 5 – 8 working days in the research levels I and II is to be expected.

Research Levels			
Research Level I	Research Level II	Research Level III	Research Level IV <sup>1</sup> (Monitoring)
<ul style="list-style-type: none"> <li>▶ Initial check for postal validity</li> <li>▶ Correction of write errors</li> <li>▶ Check for duplicates</li> <li>▶ Matching via internal data pool (7 million data)</li> </ul>	<ul style="list-style-type: none"> <li>▶ Matching via external consumer databases (40 million persons)</li> <li>▶ Address databases</li> <li>▶ Credit agency databases</li> </ul>	<ul style="list-style-type: none"> <li>▶ Conduct and monitoring of inquiry with resident's registration office</li> <li>▶ Identity check in case of name changes</li> <li>▶ Correction and post-processing of wrong information</li> <li>▶ If need be, conduct of multiple inquiries</li> </ul>	<ul style="list-style-type: none"> <li>▶ Passing on of undeliverable address data free of charge</li> <li>▶ You can determine the monitoring period</li> <li>▶ Check of information on new addresses and residences on a weekly basis</li> <li>▶ Matching with moving data, address and credit agency databases on a weekly basis</li> </ul>
<ul style="list-style-type: none"> <li>▶ <b>Deliverability check in writing</b></li> </ul>	<ul style="list-style-type: none"> <li>▶ <b>Deliverability check in writing</b></li> </ul>	<ul style="list-style-type: none"> <li>▶ <b>Deliverability check in writing</b></li> </ul>	<ul style="list-style-type: none"> <li>▶ <b>Deliverability check in writing</b></li> </ul>
<ul style="list-style-type: none"> <li>▶ If outcome of research is negative, free passing on to research level II</li> </ul>	<ul style="list-style-type: none"> <li>▶ If outcome of research is negative, free passing on to research level III</li> </ul>	<ul style="list-style-type: none"> <li>▶ If outcome of research is negative, passing on to long-term monitoring</li> </ul>	
Costs: only in successful cases	Costs: only in successful cases	Costs: per research **	Costs: only in successful cases
Research time: 5-8 days*	Research time: 5-8 days*	Research time: 5-20 days*	Research time: individually determinable, consecutive check up to success

Price according to price overview. \*Average research time, working days \*\*Price not including multiple inquiries with the resident's registration office <sup>1</sup>Please find further information on Monitoring in the product description

In the first invoice BÜRGELE charges a one-time set-up fee. This fee is charged per company. The set-up of further users of the same company is free of charge.

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## Follow-up Research

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Follow-up research for already closed research orders can be commissioned. New entry of the data is not necessary. Scheduling of follow-up research up to 90 days in the future is possible. We monitor the periods of time and institute the follow-up research exactly to the date.

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## Online access to BÜRGELE Address Research

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The online research system makes address research possible 24 hours a day, seven days a week. Via the personal customer area research mandates can be initiated and monitored.

### The application of BÜRGELE Address Research is easy and quick

1. Registration is made at [www.buergel.de/adressermittlung](http://www.buergel.de/adressermittlung)
2. Login with customer number and personal password in the customer area.
3. Placing of order directly in the customer area.
4. Information on completed research cases is provided by e-mail.
5. In the customer area the research results can be viewed, printed and, if need be, used as a proof of costs or be archived.
6. The invoice is issued at the end of the month by e-mail or by mail.

BÜRGELE acts as an agent for address research conducted by EURO-PRO Gesellschaft für Data Processing mbH, Lindenhof 1-3, 61279 Grävenwiesbach. Actual services of BÜRGELE Address Research are exclusively rendered by EURO-PRO, a company of the BÜRGELE group. The General Terms and Conditions of EURO-PRO are applicable.

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## Your advantages at a glance

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- ▶ Online research system available around the clock
- ▶ High success rate due to one of the largest address databases in the German-speaking region
- ▶ Deliverability check in writing
- ▶ No minimum quantities, run-times or membership fees
- ▶ Payment by invoice or direct debit at the end of the month

## Key Accounts

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For key accounts or customers with large research quantities we offer customer-specific solutions.

### **Please contact us:**

Fon: +49 (0) 60 86 / 39 88 - 24

Fax: +49 (0) 60 86 / 39 88 - 11

[info@buergel-adressermittlung.de](mailto:info@buergel-adressermittlung.de)

[www.buergel.de/adressermittlung](http://www.buergel.de/adressermittlung)

### **Data exchange**

1. The customer sends the investigations in the required format and record layout.
2. The data is imported to the system and the commissioned investigations are conducted.
3. The customer continuously receives result feedback.
4. On a monthly basis, success statistics and status reports are made available electronically.