

LLM Empowered Consumer Dispute Resolution in Credit Bureau

Abstract

Consumers can raise disputes with the credit bureau towards any inconsistency that they might seek with respect to their credit file. The process of raising disputes is traditionally done via voice channels, online or messaging channels and emails among others. Customer support teams, in the background, would manage the consumer dispute queries and take them to an appropriate resolution. However, the volume of dispute queries from consumers has recently increased largely due to easier access to their credit reports, now widely offered within their banking apps and/or consumer platforms. Often dispute queries only requiring educative or clarifying information could be significantly high thus taxing the customer support team bandwidth and raising cost dynamics.

To deal with the high-volume loads, Generative AI based models were considered towards making the process efficient. A conversational chatbot, built using LLMs via Retrieval Augmented Generation (RAG) along with few-shot prompting techniques, was designed to cater to consumer queries upfront. This required a substantial knowledge base creation, intent classification of consumer queries and summarisation of the responses and next actions. Conversational bot significantly enhances the consumer experience, resolves the information seeking queries and provides a seamless gateway to raising legitimate disputes. With this conversational chatbot in effect, we anticipate circa.15% of volume reduction in early wins with enhanced load management for customer support agents.

This paper will delve into the methodology behind how Generative AI can help to address the growing and challenging volumes of consumer queries regarding their credit profiles and disputes, the practical application of a conversational bot solution. We will also cover the benefits such a solution will bring in better supporting consumers while reducing dispute volumes and improving both customer and lender outcomes.

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