

Death Audit Provider Questions

Key questions to ask when comparing death audit services.

It's not always easy to spot the crucial differences in death audit providers. This guide will help you evaluate providers and decide which will deliver the best results for your organization.

Death Audit Question Checklist: What to Ask Service Providers

Focus	Questions to Ask	The Berwyn Group	Other Provider (you fill-in)
Experience and Support	<ul style="list-style-type: none"> How many years in the death audit market and providing solutions to those in my industry? Is this your company's only area of focus? How many employees are dedicated solely to death audit? How many clients currently use the death audit service? What is your client retention rate? Can you provide case studies and references from similar organizations? What is your customer support like? 	Berwyn has been solely focused on death audit and locate solutions for over three decades. There are over 2,000 organizations that use CertiDeath® and CertiCensus® solutions with a 98% retention rate. Berwyn has a team of experts who have dedicated their careers to helping organizations keep their population data accurate. Upon request, Berwyn can provide case studies and references.	
Data Quality and Sources	<ul style="list-style-type: none"> What are your data sources? How frequently is your data updated? Are there deaths identified that require human validation? Who does the validation? How many false positives can I expect? How do you prove your statistics around deaths identified? 	Berwyn provides validated results and has achieved 99.9% accuracy. This is done through an internal team of experts. Data is collected daily and comes primarily from the DMF, state records and obituaries. Berwyn's statistics are proven through a free CertiDeath analysis.	
Process and Implementation	<ul style="list-style-type: none"> What is your implementation timeline? Is this a one-time or on-going service? What data do I need to provide to get results? How do file transfers work? 	It's easy to get started using CertiDeath – Berwyn sets up new clients quickly. CertiDeath provides on-going weekly reports of decedents identified. CertiDeath® Paragon™ (which provides similar results to CertiDeath) does not require the transfer of sensitive PII to perform a death audit. Files are transferred individually through Berwyn's secure web portal or automatically through a Secure File Transfer Protocol (SFTP).	

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(continued)

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Technology and Cybersecurity	<ul style="list-style-type: none"> Do you have cybersecurity standards above the SOC2 Type II certification? Are your cybersecurity measures documented? If so, how can I access them? How do you keep data protected during transfer and storage? 	Berwyn has a defense-in-depth cybersecurity strategy that includes field level encryption with per-customer keys, data is encrypted in transit and during rest, they undergo an annual SOC 2, Type II audit and take several other data security measures. Berwyn has detailed and formal documentation around all data security practices, which are provided upon request.	
Implementation and Results	<ul style="list-style-type: none"> Do you have an online portal? What information is provided in reports? How often will I receive these reports? What format are these reports in? 	Berwyn has a secure online web portal that clients can access 24/7. Reports are sent weekly (or other cadence preferred by client). Reports provided include details such as date of death, source of death and an obituary link if one is available. All results are already validated Berwyn's team of experts, which is how 99.9% accuracy is achieved.	
Additional Services	<ul style="list-style-type: none"> What other population data services do you provide? 	Berwyn has a suite of products featuring death audit with CertiDeath, locating missing participants with CertiSearch®, finding beneficiaries with BeneSearch® and a complete population management solution with CertiCensus.	

Contact us to learn more about the death audit industry and Berwyn's solutions.