CGI Collections for Government powered by Salesforce

September 2020

CGI Collections for Government: Key Features

Complex debtor relationships and types

Designed to meet the unique standards and regulations around government collections

Legal actions

Robust functionality is devoted to the generation and processing of involuntary legal actions

Powerful, persuasive correspondence

Easy-to-use templates apply management-defined rules to automatically merge debtor content with standard text

Collection agency integration

The entire collection agency lifecycle is managed; eligibility for assignment, monitoring, and recall management

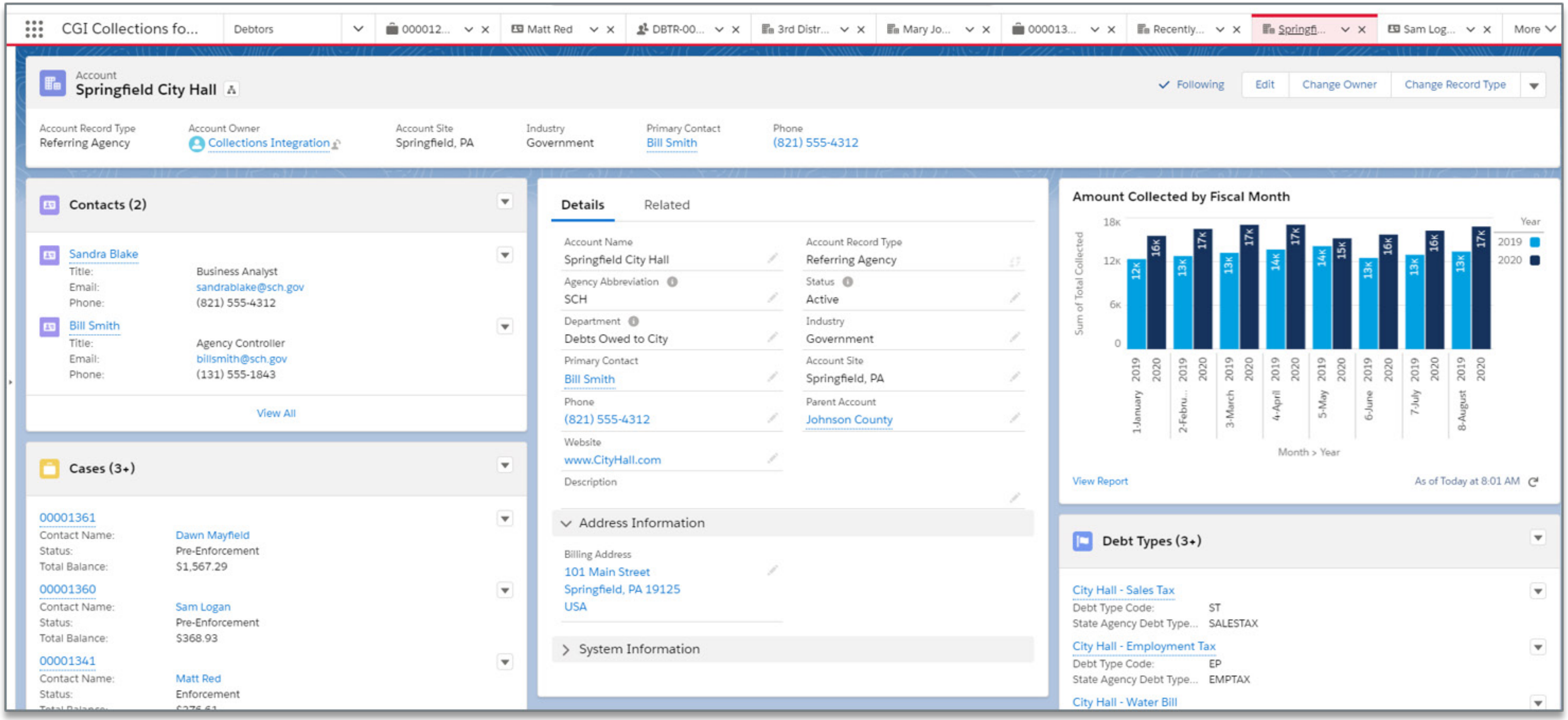
Debtor self-service

Debtors can check their balances and set up payment agreements from any desktop or mobile device, at any time

Payment agreements

A payment plan calculator can determine installments and ensure arrangements comply with policies

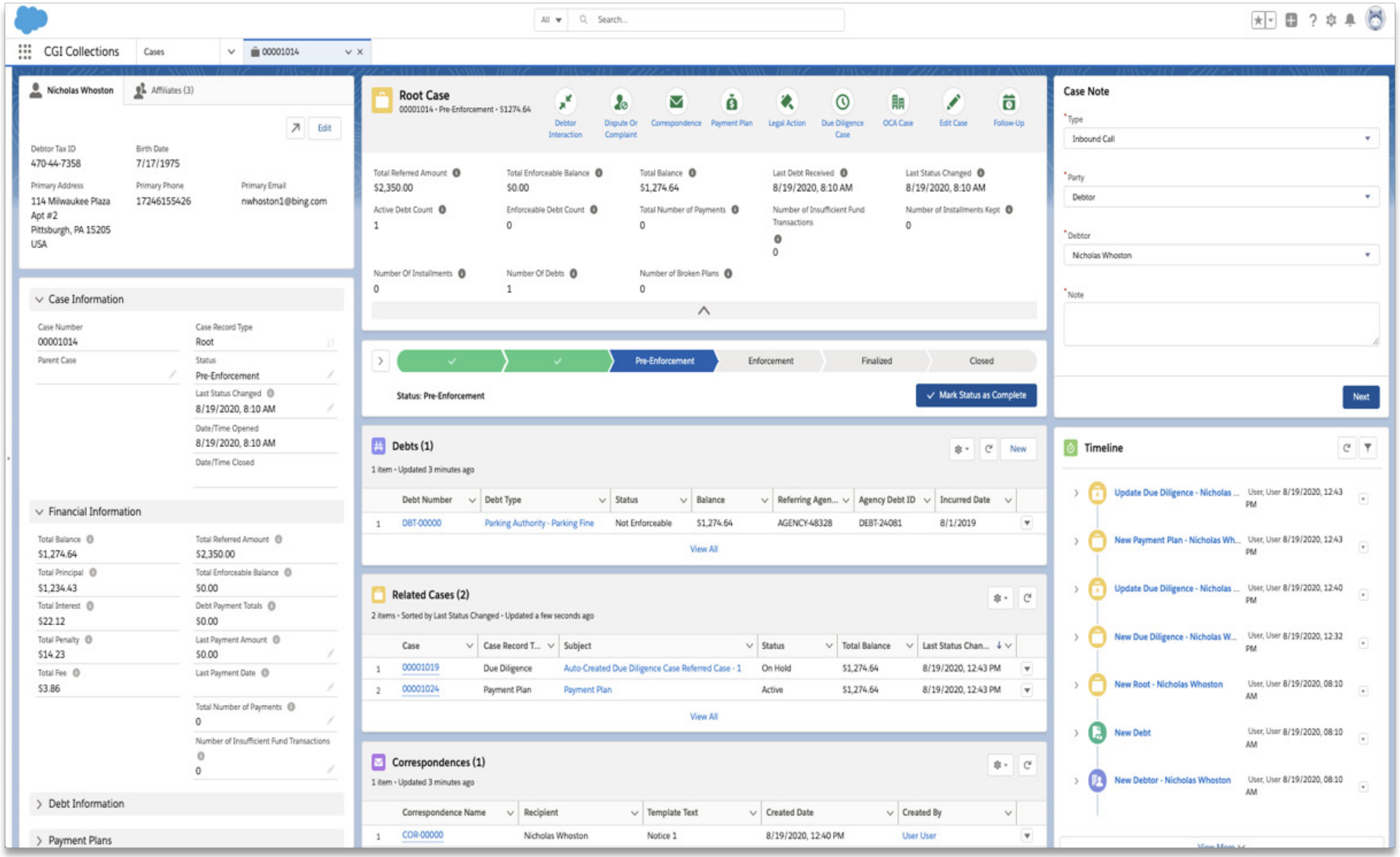
Collections for Government enables centralized collections



Many government entities are collecting debt for the same debtor in different departments of the government. There may be court debt owed to the county courts, utility bills owed to the county water department, and parking tickets owed to the sheriff's department.

With the Collections for Government solution, each agency or department has an account in the system with related debt types that may be referred for collections action. Debt types are configurable, and can have different rules around the imposition of interest or other types of fees or penalties.

Provides debt and debtor information in a single case view



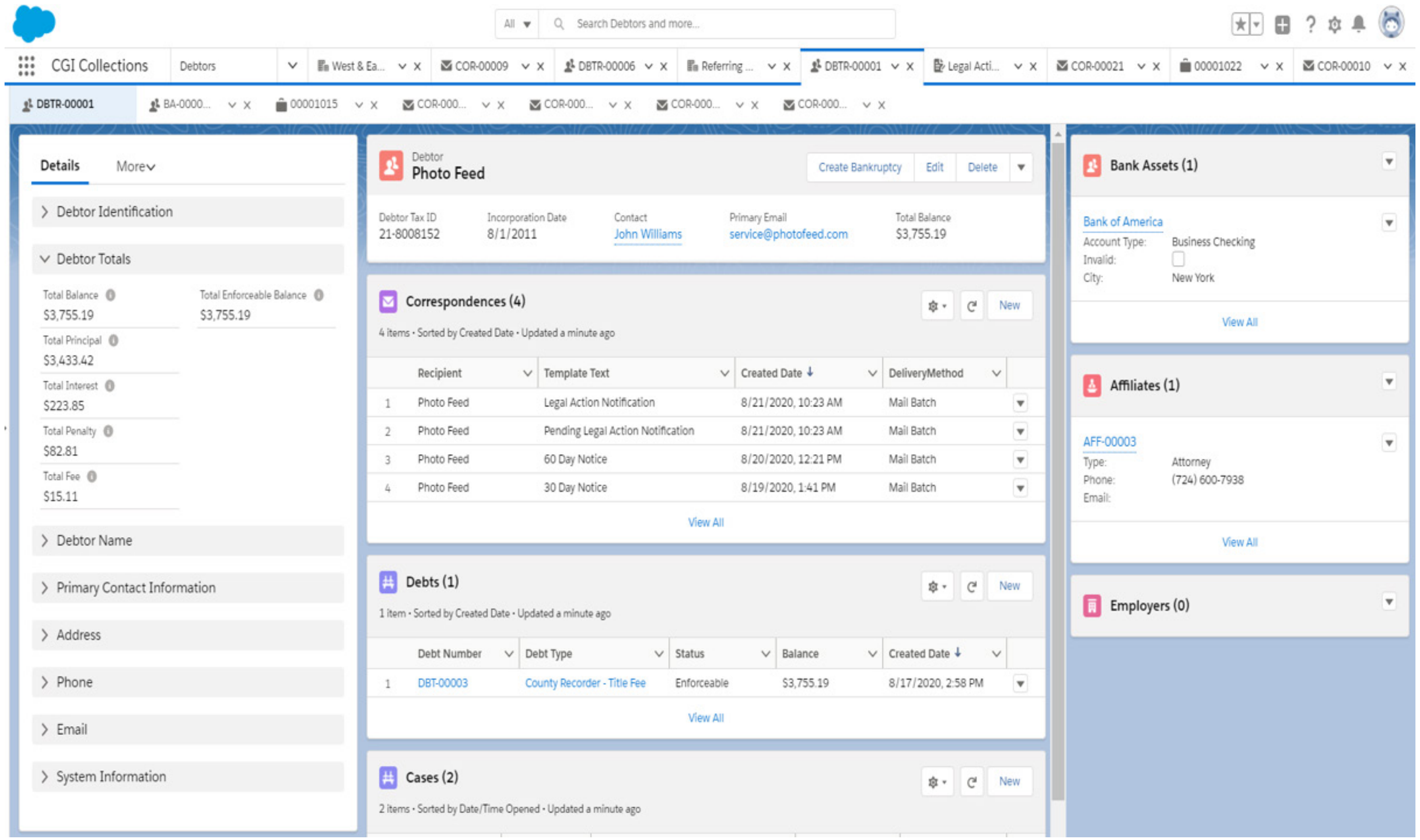
Collections for Government is designed to enable collection agents to work as efficiently as possible in a high volume environment.

An agent user of Collections for Government can:

- View a consolidated, holistic view of a case
- Easily determine the current state of a case
- View summary information related to the case balance
- See demographics of debtor or debtors associated with the case
- View individual debts associated to the case
- View a detailed timeline that summarizes all case activity

Quick action links at the top of the case enable the agent to easily take the most common case actions, such as setting up a payment plan, without having to navigate to other pages.

Consolidated debtor view provides quick access to information

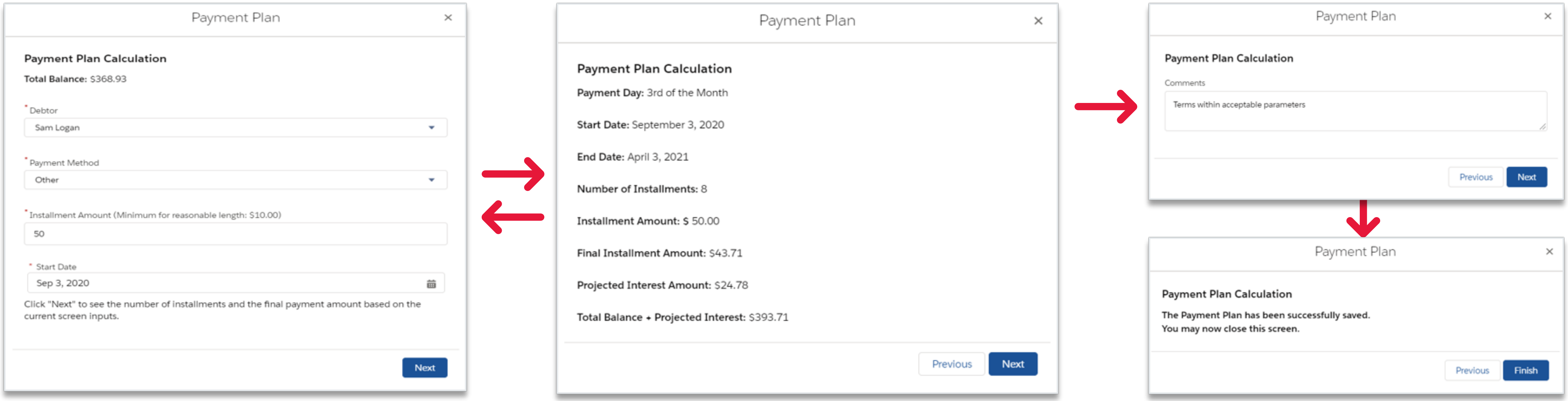


Collections for Government provides a holistic view of debtor information.

Agents can easily access debtor demographic information, outbound communications, debts, bank assets, employers and affiliates on one page.

This debtor view supports collection agents when integrated to an auto dialer. While an agent is communicating with a debtor on an inbound call, debtor information is clearly presented allowing the agent to quickly verify the debtor's identity and details.

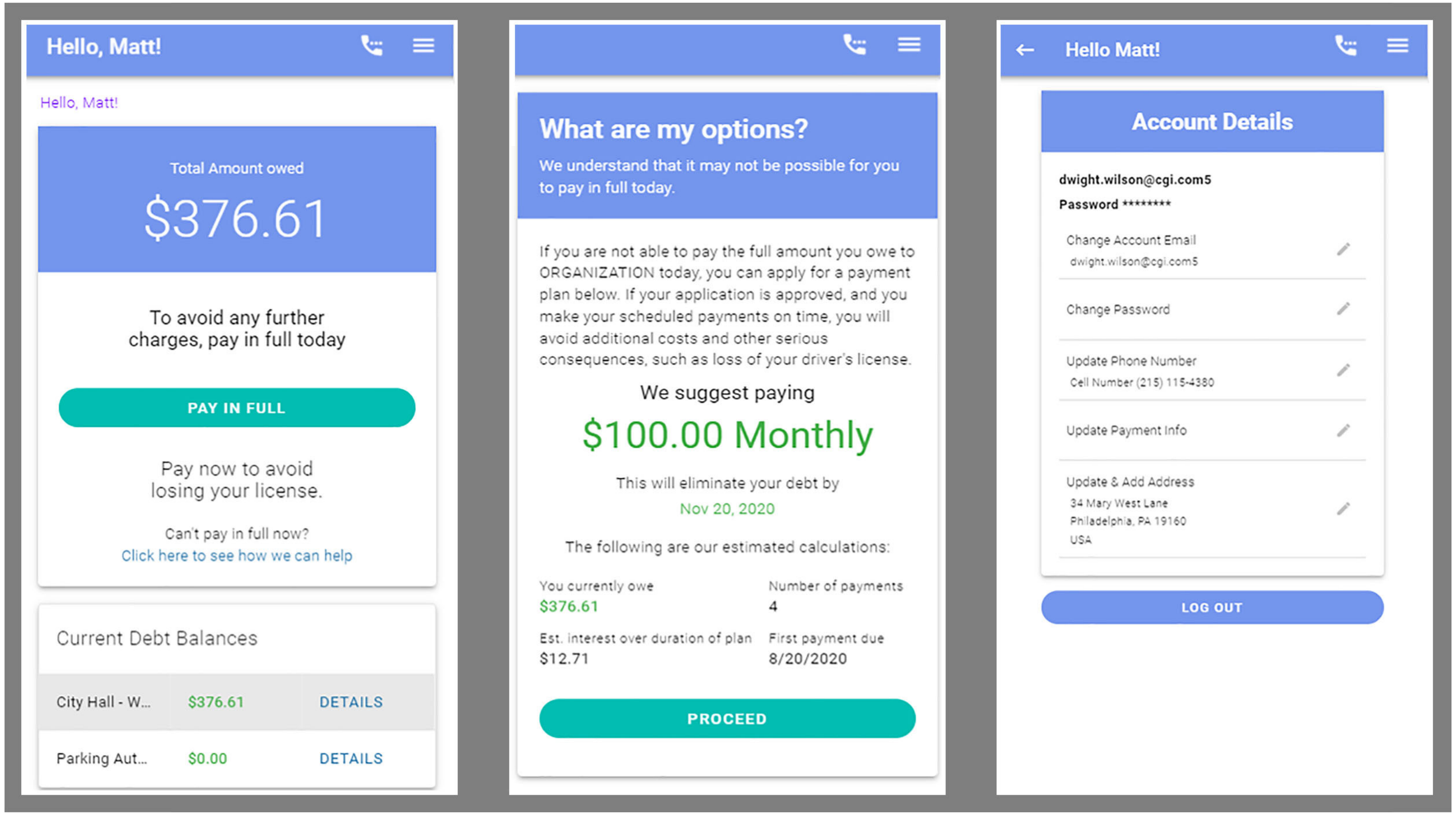
Customize business process flows with a configuration wizard



Collections for Government offers a wizard-based approach to guide the user through complex business processes. The wizard can be configured to enforce agency rules or guidelines around the business process so that users are not violating agency policy.

For example, when a collection agent chooses to create a payment plan, a pop up wizard guides the agent through the process. The tool automatically monitors the plan to ensure payments are being made according to the established schedule. If payments are late, the monitoring process can trigger events such as placing the case on a list for review, or sending a reminder letter to the debtor that they are late on an installment payment.

Supporting citizens with a simple, clear user interface

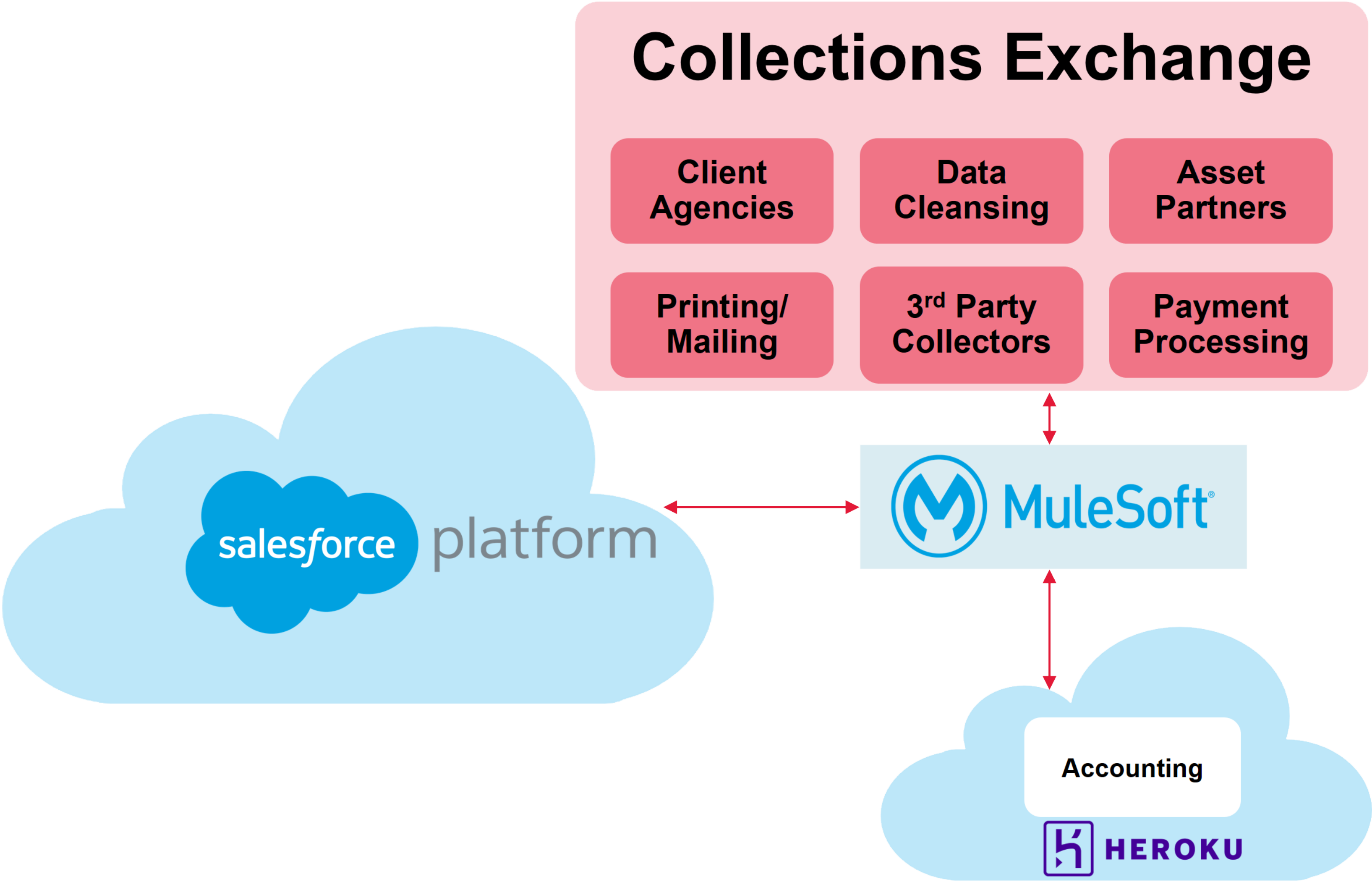


Collections for Government offers streamlined processes directly for the debtor via the citizen portal.

The solution puts the focus on the citizen, with a modernized and secure interface that maximizes the user experience and simplifies the payment process.

The interface provides multiple payment options, such as credit card or EFT. Debtors can also check their balances and account history, update personal information, or make one time payments from any desktop or mobile device, at any time, increasing the likelihood of successful resolution.

Easily integrate third party data and processes



A government collections solution requires multiple integration points. These can include accounting systems, data partners, government agencies, third party collection agencies, skip tracing vendors and financial institutions, to start.

Collections for Government utilizes the MuleSoft integration platform to provide the API and ETL support required to run a modern collections solution.

While integration points can vary from customer to customer, Collections for Government provides integration accelerators out of the box for accounting integration and external interface exchanges.

About CGI

Founded in 1976, CGI is among the largest independent IT and business consulting services firms in the world. With approximately 77,500 consultants and other professionals across the globe, CGI delivers an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions. CGI works with clients through a local relationship model complemented by a global delivery network that helps clients digitally transform their organizations and accelerate results. With Fiscal 2019 reported revenue of C$12.1 billion, CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB).

Learn more at **cgi.com**.