



AGREEMENT HIGHLIGHTS

Collection Agency Services

OECM #2020-354

Item	Description
Agreement Term	Effective Date: March 5, 2021 Initial Expiry Date: March 4, 2024 Optional Extension(s): This agreement has an extension available for two (2) additional periods of up to two (2) years each
Resources and Services Available Through this Agreement	This agreement provides access to professional collection agency services designed to help public sector organizations recover outstanding receivables and manage a variety of unpaid accounts and fees. The agreement encompasses debt recovery and collection services across areas including: Collection strategies to reduce costs and maximize returns • Comprehensive collection management system and customized collection strategies tailored to Customer needs, including multi-tiered approaches, credit bureau file management, pre-collection support and legal support where required. • Flexible account placement and management, including first and second placements, the ability to recall accounts without charge or penalty where nothing has been collected, and no close-out fee or account maintenance fee. • Extensive monthly and on-demand reporting, available online and in hard copy, with account status, collection activity, funds received, aged summaries, debtor information and customized reporting as required. • Dedicated account management and Customer support, including online access to debtor accounts, knowledge transfer and seamless transition support. Secure, confidential services from licensed, bonded and experienced

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	supplier partners • Licensed collection personnel and compliance with applicable federal, provincial and territorial collection, privacy, payment-card and information-security requirements. • Secure handling of Customer and debtor information through encrypted transmission, secure repositories and servers, data backup, encryption in transit and at rest, network security and stringent cybersecurity controls. • Privacy and threat-risk assessment strategies, breach detection and identification, risk mitigation and recovery procedures to support uninterrupted services. • Layered network and online portal security, including physical, technical and administrative controls, firewalls, VPNs, access controls, role-based security, monitoring and security audits. • Employee training programs covering privacy regulations, regulatory requirements, confidentiality, ethics and information/data security. Modern technologies to ensure efficiency in debt collection • Dialers, IVRs, chatbots and predictive dialing. • Electronic communications, including email and SMS/text campaigns. • Call recording technologies, with Customer access to recordings where required for auditing. • Big Data Analytics to obtain pertinent debtor information. • Process automation and automated skip tracing to improve collection rates.
Awarded Supplier Partners	Awarded Supplier Partner
	Credit Bureau of Canada Collections
	Gatestone & Co. Inc.
	NCRi Inc., operating as National Credit Recovery Inc.
	Transworld Systems Canada Inc.