

IC SYSTEM

Capabilities Statement



IC System's Government Services include friendly collection practices and state-of-the-art technology delivered by our extensive collections experience, going back to 1938. Our debt collection programs adjust to your needs, while also delivering the performance and security you expect.

OUR MISSION:

To be the best, most trusted provider of receivable management services to original creditors.

**Receivables
Management
Solutions**

Since 1938

KAREN JONAS

Vice President

National Accounts

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ABOUT IC SYSTEM...

- Founded in 1938
- Family owned
- Licensed, bonded and insured nationwide
- 8,000+ clients in all 50 states
- Over \$500 million in client placements every year
- Average client tenure 16 years



CREDIT MONITORING

- Consumer-friendly approach without the negative impact from credit reporting
- Monitoring program that identifies financial improvement triggers on older accounts

ANALYTICS

- Analytical modeling
- On-site client training
- Fraud identification
- Dedicated client management team
- Collections consulting
- Comprehensive quality control plan
- Credit monitoring
- Cloud dialer support/partner

TECHNOLOGY

- 24/7 PCI 3.2 compliant patient payment portal; audited for security on ALL patient data
- ISO 27002
- GLBA Audited for compliance
- Health Insurance Portability & Accountability Act HITECH Act ("HIPAA/HITECH")
- TCPA compliant Telephony Systems with integrated IVR
- Award-winning Intelligent Collections Engine (ICE™) software system
- Full Call Recording with screen capture

IC SYSTEM CAPABILITIES STATEMENT

COMPANY DATA

- GSA Contract Number: 47QRAA18D009M
- DUNS Number: 071351985
- CAGE Code: 4ZWQ6
- NAICS Code: 561440 Collection Agencies
- PSC: R705 Support —Management: Debt Collection
- SIN: 520-4 Debt Collection
- NIGP Codes:
 - » 946-33-00 Collection Services, Financial Debt
 - » 946-33-20 Collection Services, Financial Debt

EXISTING PERFORMANCE

- State of New Hampshire
- State of Delaware
- State of West Virginia
- City of New York, NY
- City of Minneapolis, MN
- City of St. Paul, MN
- City of Phoenix, AZ
- City of Tulsa, OK
- City of Santa Monica, CA
- City of Tulare, CA
- City of Dearborn, MI
- City of Mason City, IA



**IMPROVING
FINANCIAL
OUTCOMES**

IC System is licensed and/or bonded in all 50 states, Puerto Rico and Guam.

