

# Solutions for Governmental Entities

MSB is a division of Gila, LLC.



## Our Services

- Court and Debt Collections
- Driver Surcharge Programs
- Payment Processing
- Hosted Collections Platform
- Toll Collections and Video Billing
- Violation and Citation Enforcement
- Customized Collection Strategies and Methods
- Strategic Phone Queuing and Campaigns
- Custom Online Reporting Tools
- Skip Tracing

## *How Long is Your Road to Revenue Recovery?*

### Experience

MSB has been serving government agencies for more than 25 years.

### Execution

MSB guarantees higher recovery rates.

### Ethics

MSB maintains an A+ Rating with the BBB. All calls are recorded and available for client review.

**CONTACT US TODAY TO LEARN HOW MSB CAN HELP YOUR ORGANIZATION.**

**Andy Chance**  
Account Executive  
(904) 342-9834  
[Andy.Chance@gilacorp.com](mailto:Andy.Chance@gilacorp.com)

**Brandon Haas**  
Account Executive  
(513) 532-0624  
[Brandon.Haas@navient.com](mailto:Brandon.Haas@navient.com)

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## Your Benefits

**Higher Recovery Rates** - Being responsive to the needs of our clients and strict attention to the details allows us to collect at **higher recovery rates** than our competitors.

**Expanded Staff**- Each client has a team of **dedicated collectors** working extended office hours; including nights and weekends. More than 45% of our staff is bilingual to maximize recovery from all debtors.

**Control**- Each client maintains full control of collection policies and procedures. MSB uses custom-built, **online reporting tools** to provide insight into account handling at all levels of the portfolio on a daily basis. We provide client training for the online collection software.



Since 1991, MSB  
has provided solutions  
exclusively to  
Government Agencies.

## Customer Focus

- Complete call escalation procedure to resolve all customer issues within 24 hours
- Record 100% of inbound and outbound calls, and store them for a minimum of 2 years
- Calls are reviewed daily for quality assurance and training
- Background checks for all employees

## Technology

- Advanced predictive dialer with automated messaging campaigns results in more contact with debtors in significantly less time
- Fully redundant information technology infrastructure
- Disaster recovery plan for go live within 48 hours of any disaster

## Web Based Collection System

- Online access to your accounts, unlimited user access, infinite reporting capabilities
- Monitor payments, review collectors' notations from all phone conversations with debtors

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