# CGI Comply –
# Taking Collections
# Compliance to the Next Level

**CGI** 

**C**GI Comply is a set of integrated, comprehensive consulting services that work in conjunction with industry leading CGI Collections360® and related solutions and helps clients manage and significantly reduce their compliance risk.

## Seeing the bigger compliance picture

Today's collections marketplace is filled with complex and constantly changing laws, judicial rulings and regulatory mandates. Collections practices acceptable in one jurisdiction may be illegal in another. As many companies have discovered, mistakes can result in multi-million dollar penalties, damaged business reputations and more. CGI Comply helps clients:

- Understand the compliance landscape
- Develop strategies and set appropriate compliance policies based on best practice information
- Cut through confusion and mitigate risk
- Evaluate compliant third party collections vendors
- Utilize best in class collections technology offerings

With CGI Comply, clients determine the appropriate level of compliance support. These levels are:

- **CGI Comply Implementation** support to ensure awareness of the latest regulations, consent orders and industry trends; compliance focused workflow design reviews; and support client compliance/legal teams
    - Helping to balance client operational team and compliance team requirements
    - Expanding often under-staffed compliance team reach with latest regulatory updates and information
    - Facilitating and supporting client team meetings and understandings
- **CGI Comply Yearly Subscription** for newsletters on the latest regulations, consent orders and lawsuits; a set number of monthly compliance consulting hours; and with an expanded subscription, a Yearly Compliance Review and dashboard report
    - Assisting in client compliance strategy development
    - Conducting change request reviews
    - Providing vendor and other compliance related recommendations

### ON-GOING PLATFORM INNOVATION

CGI's collections products and services have been used in top U.S. banks and more than 300 organizations around the world. CGI Collections360, powered by CACS® Enterprise, is an end-to-end, cloud-based, managed service solution that integrates the components of a high-performance default management operation, including software, business processes, underlying IT and strategic planning to significantly reduce costs, net bad debt and risk. Multiple delivery options mean that each implementation is tailored to meet the client's unique debt recovery challenges and operational needs. All lines of business and stages of default management are addressed including early stage, loss mitigation, third party management, recovery and recovery accounting. CGI Collections360 is offered as a cloud-based or managed service.

On-going CGI investments in collections software solutions mean customers have access to proven capabilities. Recent enhancements include:

- Cell phone consent, preferences and inconvenient calling times capture and change logging
- Third party access and integrations for placements and updates
- Dynamic call scripting for plan positioning and qualification
- State specific contact warnings

- **CGI Comply Consulting** for bundled hour access to consulting expertise based on specific compliance needs and projects, including new policy interpretation, strategic changes and additions to existing practice
  - Optimizing collections strategies and business processes
  - Performing compliance reviews as regulations change
  - Adjusting workflows

No matter which level is selected, with CGI Comply clients gain access to collections experts thoroughly versed in collections practices, applicable law and regulation; high impact, industry leading technology and peer-to-peer compliance roundtables for current and timely information sharing.

With CGI Comply, banks, financial management services firms and other debtor companies orchestrate more cost efficient, cost effective and more risk-reduced collections solutions.

**THE CGI COMMITMENT**

With more than 35 years of collections experience, CGI has helped clients in various geographies and industries reduce costs from 10-25% and increase dollars collected up to 20%. CGI also helps clients make marked improvements in accelerating payments and decreasing write-offs.

**ABOUT CGI**

Founded in 1976, CGI is one of the world's largest IT and business process services providers. We help clients transform into customer-centric digital enterprises end to end through high-end business and IT consulting, systems integration and transformational outsourcing services combined with a unique client proximity and best-fit global delivery model.

For more information about CGI, visit www.cgi.com
or email us at info@cgi.com.