Extended Business Office programs include:

- **Customer Service/Cash Acceleration Calling Programs for Local/State Government**
  - Taxpayer Service Calling Assistance
  - Overflow Inbound Calls
  - Payment Monitoring
  - Pre Collection Customer Service Calling
  - Attended Outbound Calling Campaigns (Live agent transfers)
  - Un-attended Outbound Calling Campaign (Pre-recorded messages)

- **DMV Look-Up Retrieval System**
  - Parking, Traffic, Court Collections

- **Customer Service/Cash Acceleration Calling Programs for Utilities**
  - Pre/Post-Disconnect
  - Low Income Assistance
  - Overflow inbound Calls
  - Attended Outbound Calling Campaigns (Live agent transfers)
  - Un-attended Outbound Calling Campaign (Pre-recorded messages)

- **Active Billing Projects**
  - Billing/Statement Processing
  - Posting Payments
  - Payment Plan Monitoring

- **Amnesty Programs**

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**COVID-19 IMPACTS STATE & LOCAL GOVERNMENTS**

Experiencing a Loss of Revenue? Looking for Assistance?

**PROJECT: RESTART**

Penn Credit can help you rebuild and expand your services by providing resources, support services and revenue generating solutions.
As the country moves forward and we plan to reopen and re-build the economy, what challenges will you face?

Re-introducing your workforce will not be easy or normal. Many furloughed employees may choose not to return to a traditional office setting. For those who do return, your processes will be dictated by your ability to provide social distancing. Therefore, a phase-in plan will be needed.

Penn Credit is able to jumpstart your revenue cycle and cash flow by assisting your organization with additional resources focused on cash acceleration and account resolution. How will Penn Credit help you prepare for the future?

Making Up For Revenue Lost From COVID-19

Cash Acceleration Programs for Tax & City Utilities
Penn Credit is able to customize and implement contact center services for future programs or other projects you may consider. Our firm can provide a range of contact center, skip tracing, consulting and letter/mailing services in both first and third party capacities.

Amnesty/Collection Fee Waiver Programs: Turning Owed Debt into Usable Cash
Many of Penn Credit’s clients have implemented amnesty and relicensing programs in concert with our collection efforts. In 2015, most of our Florida Clerk of Court clients held “Operation Green-Light”, a special relicensing program where fees were waived if the traffic ticket was satisfied.

In 2017, Penn Credit contracted with the Virginia Department of Taxation to set up a first-party 50-seat contact center in Virginia to support the Commonwealth’s tax amnesty program. The contact center handled inbound level-one calls during the program and provided outbound calls/messaging to inform taxpayers of the amnesty offering.

Additionally, several of our tax clients such as the PA Department of Revenue and the Comptroller of Maryland have also held amnesty programs during our contract terms and our collection staff was able to relay appropriate information to consumers.

Our Extended Business Office Solutions Include:

- Dedicated project team – fully trained and knowledgeable on customer service, cash acceleration and amnesty programs.
- Staff can be placed on site to assist with the implementation and ongoing project
- High capacity resources with state-of-the-art system capabilities.
- Capability to document all activity and notes into the client’s system.
- Extended evening and weekend hours for taxpayer convenience
- Experienced staff generating outbound attempts for customer Service calling programs
- Custom suite of reports developed for each program, provided in any preferred format

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