



Your Revenue Services and Business Partner

Quick Facts

- Headquartered in Birmingham, Alabama
- A wholly owned subsidiary of Portfolio Recovery Associates, Inc. (Nasdaq: PRAA)
- Exclusively focused on the government services business for 30 years
- Provides revenue enhancement support services to state and local government in the areas of:
 - revenue administration
 - revenue discovery & recovery
 - compliance audit examination
- Undertake an annual SAS 70, Level II operations, process, and funds disbursement audit
- Governed by the Sarbanes-Oxley Act of 2002
- Industry leading IT infrastructure and proprietary tax administration and compliance system
- Nationwide compliance auditing reach (including 75 auditors)
- Unclaimed Property auditing contracts in eight states
- Currently manage 825+ professional service contracts representing 475+ state and local government clients

Operational Metrics

Production demonstrates experience and capacity to manage high-volume, sensitive government and taxpayer account data:

- Process more than \$740 million in tax revenues annually
- Process more than \$2.5 million complex tax transactions annually
- Facilitate 750,000 online tax transactions annually
- Initiate more than 50,000 electronic funds transfers (EFT) to our government clients annually
- Process more than 400,000 unique paper tax returns annually
- Generate and process more than 17,000 delinquency tax notices
- Generate and mail more than 250,000 business tax returns annually
- Handle approximately 150,000 inbound/outbound customer service calls annually
- Discovered more than 57,000 escaped licenses
- Discovered and recovered close to \$10 million in "unknown" taxes
- In the past three years, conducted 78,000 multi-jurisdictional, compliance audits and discovered and collected more than \$67 million