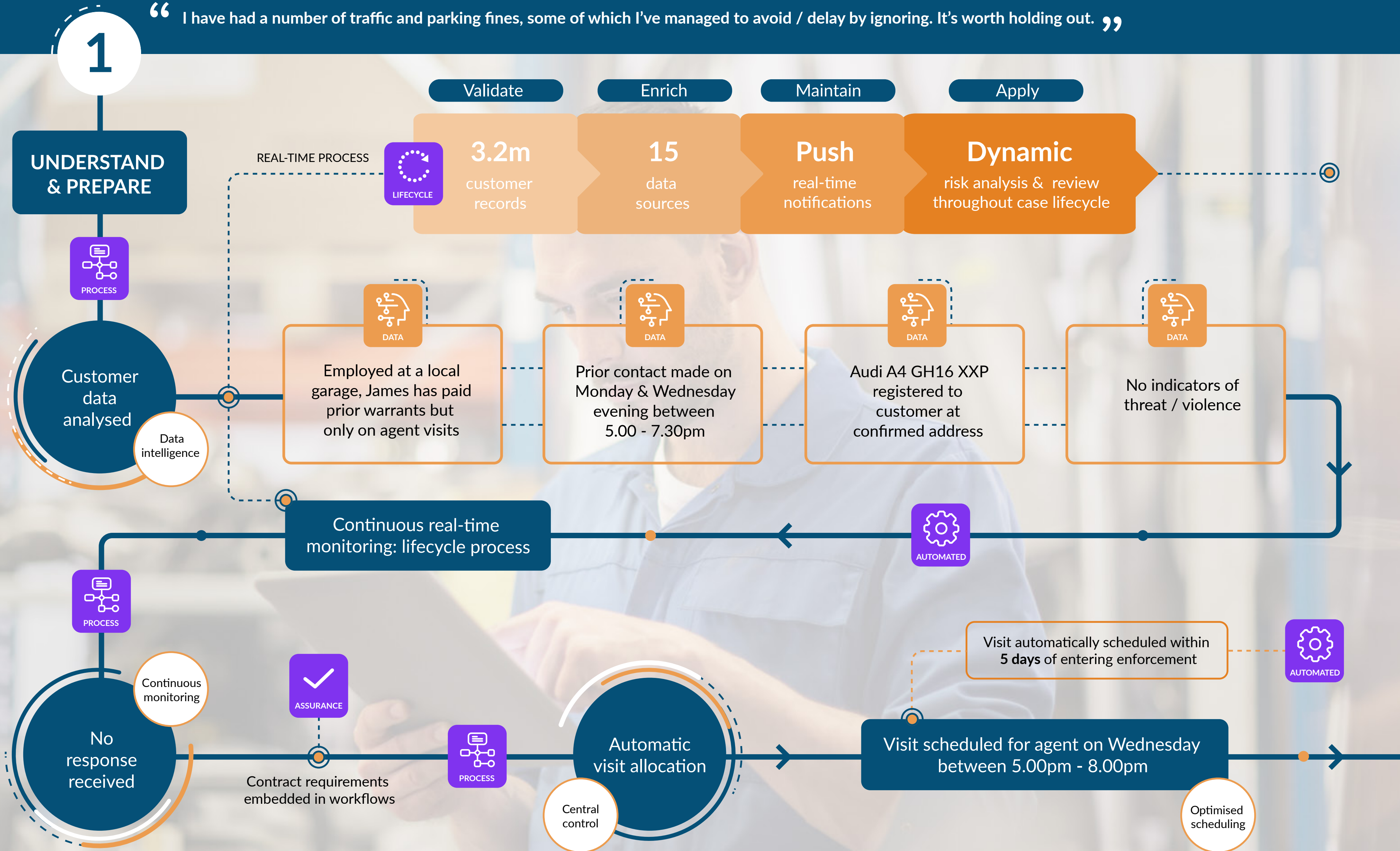


ENFORCEMENT



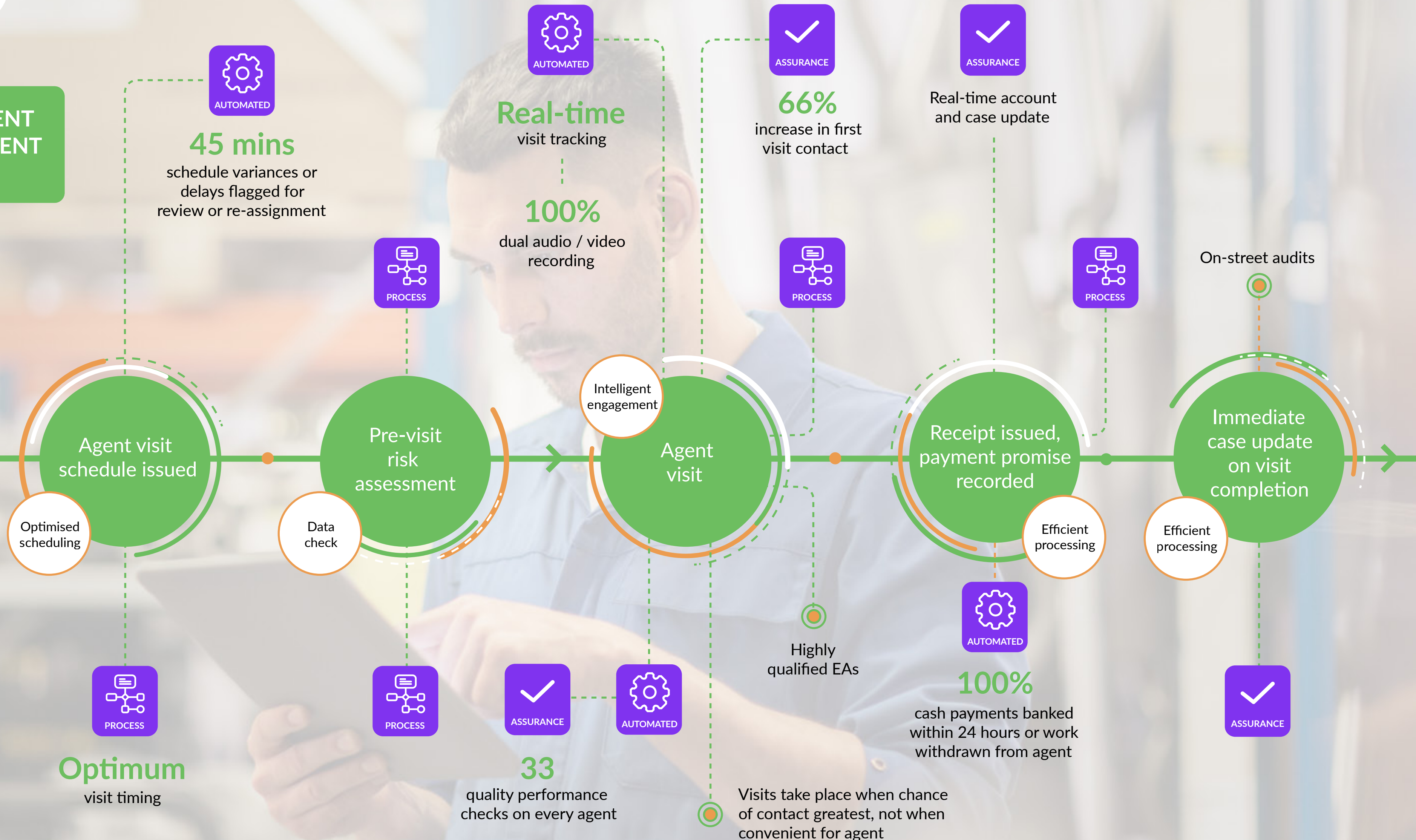
“ I have had a number of traffic and parking fines, some of which I’ve managed to avoid / delay by ignoring. It’s worth holding out. ”



“ Official looking guy turned up at tea time. He introduced himself as an Enforcement Agent and had all the details of my Audi. When I said I couldn't pay in full (rent is due tomorrow) he agreed to accept 1/3rd if I pay the remaining balance when I get paid a week Friday. ”

2

INTELLIGENT ENGAGEMENT (VISIT)



3

“ I received a text reminder to pay the case balance on Friday morning – clearly not going to get away with this one. I used the link to pay by debit card and got a receipt straight away. ”

INTELLIGENT ENGAGEMENT (FOLLOW UP)



Visit recording audited

Proactive auditing

24 hours

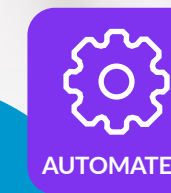
Audited for compliance to policy, legislation and conduct standards within 24 hours



Monitor balance

Continuous monitoring

Text includes link to make online payment



Reminder issued on payment due date

Efficient processing



100%

missed payments followed up within 24 hours



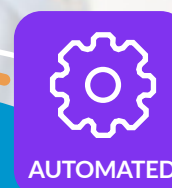
Immediate receipt confirmation

Efficient processing



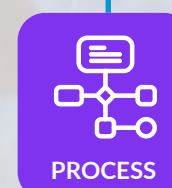
100%

Edge payments allocated within minutes of confirmation



Automated link to online payment facility

24/7 service



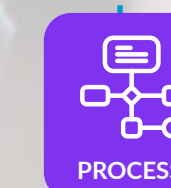
Efficient processing



Missed payment notification

Intelligent engagement

Follow-up call



86%

of RPC calls result in payment following broken arrangement

Payment promise recorded for reminder and follow-up via agent PDA

