



_experience the commitment™

CACS® Enterprise

Enabling Breakthrough Performance
in Collections and Recovery

Business
solutions
through
information
technology®



A PARTNER OF CHOICE

CGI knows the telecommunications industry. With over 30 years of experience, we've partnered with global, national and regional institutions to help them achieve advantage through customer satisfaction. In the credit industry alone, CGI has more than 350 clients worldwide.

This depth of experience is due to our close client partnerships and to strategic acquisitions, such as the 2004 purchase of AMS. Our full set of offerings—including consulting, business solutions, systems integration, and the full management of IT and business functions—allows clients to deliver faster, more targeted services at less cost and risk.

Combining industry expertise with technology solutions and scale, CGI offers clients a unique partnership approach. Our client-proximity business model provides accountable and responsive project delivery while our global delivery options offer the value of onshore, nearshore and offshore expertise.

CGI has a clear vision: We help clients achieve growth by providing the tools, insights, and expertise necessary for the realization of successful credit risk management strategies. Our clients gain the advantage of a knowledgeable, dedicated partner working to develop and implement solutions that address their business and technology challenges, enabling them to maximize customer profitability and sustain share-holder value.

INTEGRATED BEST PRACTICES COLLECTIONS AND RECOVERY MANAGEMENT

To succeed in today's hypercompetitive marketplace, lenders are placing increased emphasis on effective collections and recovery management to deliver bottom-line results. To meet these goals, the market-leading CACS Enterprise 8.2 collections system helps you reduce operating expenses, control bad debt, increase recoveries, build profitable customer relationships, and improve all aspects of your end-to-end collections and recovery operations.

Supporting high-volume processing and providing scalability for growth, CGI's solution pioneered the use of automated collections, predictive dialers, and behavior-scoring treatments, as well as the credit industry's evolution from age-based to risk-based collections. CACS Enterprise has the flexibility and scalability to grow and evolve as you add new consumer credit products and advance your segmentation and treatment strategies.

CACS Enterprise provides advanced workflow features necessary to maximize the effectiveness of your collections and recovery treatments, optimize the deployment of your collectors, effectively manage third parties and speed the collections of impaired accounts. By tightly integrating collections operations with recovery operations, regardless of whether they are managed in-house or through outside partners, you can reduce credit losses, minimize expenses, and improve your bottom-line results.

Benefits

CACS Enterprise allows you to efficiently manage your collections and recovery operations, delivering bottom-line results:

- Treat customers consistently regardless of product, location, or stage of delinquency
- Automatically assign accounts to collectors, third-parties and to automated treatments when these can have a major effect
- Reduce work preparation time by automatically prioritizing accounts
- Reduce callbacks and time-consuming research by providing collectors with complete, uninterrupted account information and processing through the entire collections and recovery lifecycle
- Speed collections by enabling parallel action paths for an account
- Supply account inventory and throughput intelligence to optimize the deployment of collectors
- Reduce training time needed for new collectors through the use of dynamic scripting and easy-to-understand screen layouts
- Automatically monitor collection activities and bottom-line results by collectors and collection groups

The system is also easily extendable to remote users via a browser-based interface, and is scalable to meet the demands of the largest organizations. With the CACS recovery accounting option, you have access to end-to-end collections and recovery management, third-party management, and recovery financial accounting.

Features

CACS Enterprise offers an unsurpassed breadth of features:

- Enterprise processing of all product portfolios and all geographic centers through one collections and recovery platform
- Multiuser processing hierarchy and built-in role based security to support multiple collection and recovery organizations and credit products in a single system
- Flexible, table-maintained rules for defining workflows, collector and third-party assignment and regulatory compliance including parallel processing and task tracking for accounts
- Easy-to-learn and easy-to-use browser-based collector displays
- Collector call prompts that are easily modified scripts, which can include customer and account data to guide collectors through consistent customer interaction
- Complete running history and permanent audit trail of all collection activity
- Online correspondence definition, request, and cancellation for automated letters, forms, faxes, and e-mails
- Multiple language and currency support
- Centralized system control through parameter tables that allow management full control over mission-critical treatment decisions and policy enforcement
- Controls for working accounts and online access messaging in accordance with allowable contact times and defined activity limits
- Automated system, account inventory, and collector performance reports
- Interface support to other automated systems such as predictive dialers
- Archive processing and archive reports
- Templates of generic rule sets that help jump-start your implementation
- Workout and forbearance program eligibility rules for consistent application of customer treatment programs
- Third-Party subsystem for comprehensive rule-driven assignment, management and tracking of accounts assigned to third-party partners
- Custom Data Segments allow management to add new data elements to CACS that can be used by all system processes via table parameters, without programming
- Optional Recovery Accounting Module expands CACS Enterprise to provide full financial accounting system for processing payments, fees and expenses on post-charge off accounts. The integrated Recovery Accounting also provides whole asset sale processing and supports automated remittance and reconciliation of account balances

In addition to these features, the solution has built-in interfaces to additional CGI software including:

- WebPromises™ which helps organizations build a 24x7 web channel that allows customers to self-cure their delinquency via a contact method that aligns with their preferences
- Bureaulink® Enterprise for the quick and efficient retrieval of consumer and business credit bureau information
- Strata® Enterprise decision engine for automating advanced collections and customer strategies
- ACLS® Enterprise for full online loan servicing

IMPROVE YOUR COLLECTIONS OPERATION

CACS Enterprise is the collections system chosen by many of the largest U.S. consumer finance organizations, as well as financial services institutions in Canada, Latin America, Europe, Asia, and Australia. It provides advanced workflow capabilities to deliver higher returns and address the most important questions for your business.

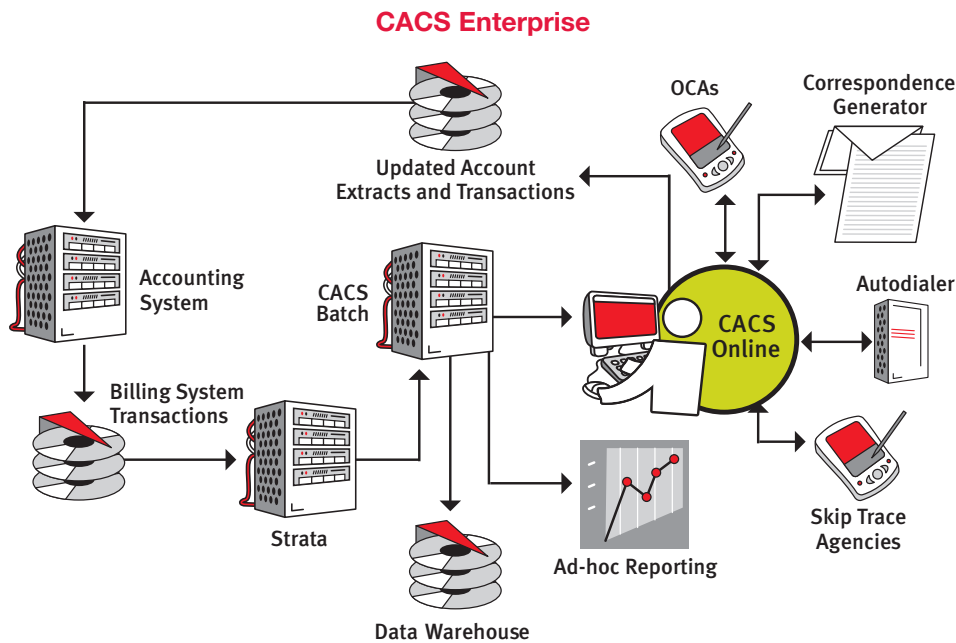
With CACS Enterprise, you have the help you need to reduce credit losses, minimize expenses, and improve your bottom line.



TECHNICAL SPECIFICATIONS

CACS employs a three-tier system architecture, consisting of the following major components:

- Browser—provides the thin client functionality to run the HTML-based user interface; supports Microsoft Internet Explorer 7.0
- Middle tier—consists of the Web server and J2EE-based application server; may be any HTTP 1.1-compliant Web server running on either a Unix or Windows platform
- Server—contains the centralized components of the CACS application; the following platforms are supported: CICS/VSAM, CICS/DB2, and Unix



CGI's market-leading collections system provides online access to all account information; schedules, tracks, and monitors the follow-up on those accounts; and provides sophisticated collector performance and trend analysis reporting for more effective management of collections operations.

CORPORATE PROFILE

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 27,000 professionals in over 100 offices across 16 countries.

CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the United States, Europe, Asia Pacific as well as from centers of excellence in North America, Europe and India. CGI's annual revenue run rate stands at \$3.8 billion and at June 30th, 2008, CGI's order backlog was \$12.03 billion.

CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB) and are included in the S&P/TSX Composite Index as well as the S&P/TSX Capped Information Technology and MidCap Indices.

Website: www.cgi.com