

Capabilities Statement

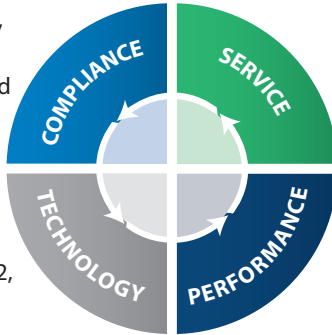


Coast Professional, Inc. (Coast) is an accounts receivable management and contact center company, dedicated to the respectful and ethical communication with consumers. Coast's success is exemplified by exceptional consumer contact, superior service, and the rapid deployment of services.

Est. 1976

CORE COMPETENCIES

- Deployment of compliant services to large state and federal government clients
- A+ Better Business Bureau rating
- Torch Award for Business Ethics
- Significant access control for information security
- Top training program (Training Apex Award)
- Experience speaking with taxpayers about FTI and tax related matters
- Comprehensive disaster recovery plan



- One-on-one service from our dedicated operational staff
- Coast vendors are required to meet security, operational, and client requirements
- Dedicated client service team for quick client questions and resolutions
- More than \$300,000 in charitable donations over the last five years
- SBA Certified Mentor-Protege Agreement with HUBZone certified business

- FISMA/NIST Compliant, IRS Publication 1075/4812, PCI-DSS Compliant, Red Flags, and GLBA
- Voice analytic technology monitors real-time conversations
- Dedicated business analytics department to deliver portfolio insights
- Advanced telephone infrastructure with call recording and routing capabilities

Coast is your
#1 Choice

- Prior contract implementations for the US Department of Education (ED), Department of the Treasury, Bureau of the Fiscal Service (Fiscal Service), and the Internal Revenue Service
- Rapid deployment of government projects including collection and call center services
- Surge capacity ability for call volume fluctuation
- Available employees to quickly assign to projects

Coast is a consistent top performing agency for large government clients.

CONTRACT HIGHLIGHTS

Collection / Call Center Experience

Coast has provided collection agency services for some of the largest federal and state collection contracts including:

- Internal Revenue Service
- Department of Education, Federal Student Aid (FSA)
- Department of the Treasury, Bureau of the Fiscal Service
- New York Department of Taxation
- State of South Carolina and State of Oregon

Coast has managed more than 15 million consumer interactions for over 700,000 collection accounts in a year.

Coast has also managed subcontractors in federal small business categories including MBE/WBE/SDV/HUBZone.

Call Center Experience

- Subcontracting for multiple large federal contact center contracts and emergency procurements including:
 - COVID-19 funeral reimbursement program
 - Disaster relief program rapidly deployed
 - Department of Education, student loan servicing
 - Department of Education, business process outsourcing (BPO)
- Emergency COVID-19 contact tracing and vaccine scheduling for the State of Louisiana, established in weeks

COMPANY HISTORY AND DATA

Company History

- Founded in 1976; 48 years of call center experience
- 2007: Office opened in West Monroe, LA and began as a subcontractor for ED
- 2009: Office opened in Geneseo, NY and awarded ED contract
- 2014: Awarded new Department of Education, Federal Student Aid contract
- 2017: Awarded Department of the Treasury, Bureau of the Fiscal Service contract
- 2018: Added more than 200 staff
- 2019: Offices opened in West Monroe, LA and East Aurora, NY
- 2020: Contract with State of Louisiana
- 2021: Awarded IRS private debt collection services contract

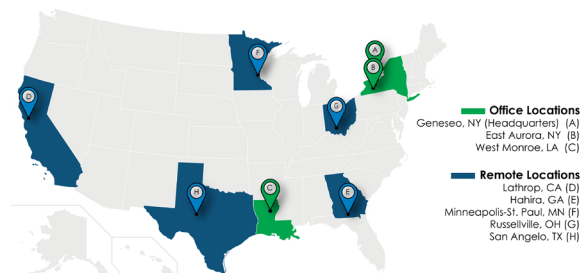
Company Information

- FEIN: 33-0791735
- DUNS: 04-095-0776
- NAICS Codes: 561422, 461421, 561440
- PSC Code: R705
- CAGE: 4PFP2
- Corporate Address: 4273 Volunteer Road, Geneseo, NY 14454
- 600+ Employees



Office Locations

Nationwide Presence



RECENT AWARDS



Contact

Brooke Singletary, Vice President of Marketing and Government Relations
(318) 307-9856
bsingletary@coastprofessional.com