

# epiq precision

**With superior print, mail and call center solutions, Epiq can process and distribute complex information for fortune 100 companies, financial institutions and other business leaders.**

Epiq is a national leader in highly specialized and complex information processing and document distribution. Located in Beaverton, Oregon, Epiq is the region's largest first-class mail producer, generating in excess of 50 million documents annually that require accuracy, documented dual custody and on-time delivery. Our 1,000 seat contact center handles more than 2.5 million calls each year.

## Secure document printing and mailing

We print materials critical to your success and reputation, ranging from documents with strict regulatory and privacy requirements, such as Workers' Compensation payments, to cash-flow critical invoices and statements. We can handle any document requiring timely printing and accurate mailing and fulfillment. We print and mail more than 19 million checks – more than \$60 billion in payments annually. We can also easily incorporate your branding – logos, colors, etc. – across all your materials.

## Contact center support

We have broad contact experience, ranging from servicing the needs of 9/11 survivors to handling global insurance and securities disputes on both national and international levels. We have multi-lingual operators on staff with in-house 12-language capability and third-party translation services supporting 200+ languages. With multiple office locations and the capacity for 1,000+ agents, we can support you around the clock.

## Treasury management

Our treasury management services offer streamlined accuracy, increased efficiency and reduce costs and staff time through:

- Positive Pay/Payee Match: Files are created simultaneously to processing and transmitted within minutes to the bank, managing fraud while freeing up staff time.
- ACH and wire data: Clients can submit files, combined with check data, in order to streamline processing and better manage resources and time.
- VOD and Positive Pay Only files: Combine these records with existing check files to free up staff time and increase efficiency by combining these files into a single process.
- Daily Paid and ACK files: Streamline cash management by receiving separate daily paid files for each of your accounts, reducing time and cost related to effective cash management.

## Print, Mail and Call Center Solutions

### Transpromotion capabilities

Turn existing documents into personalized messages to cross-sell, promote a campaign or provide value-added information to existing clients. By adding color and personalized messages, you increase response rates, as well as ROI, turning transactions into opportunities.

- Integrate one-to-one marketing messages, or a 'call to action,' into invoices or statements
- Increase customer satisfaction and reduce call center volume by providing timely and relevant communication
- Increase cross-sell opportunities based on demographics, buying behavior and customer data
- Enhance customer communication with multi-channel delivery output capabilities to email, mobile device, computer or mailed pieces
- Increase response rates to existing marketing campaigns
- Offset transactional printing costs with personalized marketing messages

### State-of-the-art technologies

Epiq utilizes cutting-edge equipment and software to maximize fulfillment accuracy and efficiency including:

- Full-color inkjet printers with MICR check, capable of printing 2 million pages daily
- Machine insertion for a wide range of document and envelope formats and sizes, with up to half a million insertions per day

- Presorting and post-insertion sorting technology to reduce postage cost, speed delivery and minimize post office processing time
- Addressing services ensure documents are delivered to the recipient's most current address
- Comprehensive email campaign development and delivery services
- Advanced contact system enables operators to receive voice calls, email, faxes, transcription, and SMS messages
- On-site interactive voice response (IVR) system quickly routes callers to the most appropriate channel

### Industry certification and security

Epiq offers a security protocol that reduces overall risk and exposure for our clients. Our processes and industry certifications provide the highest level controls available including:

- SOC 1 and SOC 2 audit: Epiq is audited annually under the SSAE 16 requirements by an independent auditor.
- HIPAA compliant: We maintain compliance with HIPAA regulations and are reviewed by a third-party auditor.

In addition, due to the highly sensitive data we receive and process, we are audited by our clients as requested. We welcome these opportunities to show our processes and welcome any client to review our work.