



## Summary of Collection Services

On Behalf of BC Services, Inc. (BCS), I am pleased to provide this summary to the Board of Trustees for the Town of Lyons.

BC Services has a rich history of nearly a century, with 98 years of experience, including 59 years under current ownership. BC Services offers collection services across a broad spectrum of industries. Throughout our journey, BC Services has set itself apart by attaining top-tier compliance certifications, by consistently delivering exceptional service to our clients, and by enhancing the overall service experience of consumers. These remarkable qualities and our outstanding reputation have positioned BC Services as a trusted and genuine partner with an exceptional track record of revenue recovery.

### **BCS Provides:**

#### **Guaranteed Government Experience**

We have an outstanding reputation and work with multiple government agencies, some of which include: The Colorado Department of Revenue, The Colorado Judicial Department, The Department of Revenue Licensing Divisions, The Colorado Department of Personnel and Administration, The Colorado Department of Human Services, Denver Housing Authority, The City of Longmont, The City of Loveland, The City of Ft. Collins, and many other state agencies, departments, and municipalities.

#### **Guaranteed Best Security and Compliance**

BCS has achieved Level 1 PCI compliance and IRS Publication 1075 compliance which is audited and certified by TechLock. It is exceedingly rare to find an agency that goes the full distance with thorough compliance and data security standards like BCS has. To take data security even one step further, BCS also invested significant resources to achieve SOC II Type II certification. This ensures that BCS is a low-risk viable option for our government partners. This allows the most rigorous controls to be applied to client and consumer data, making BCS a strong low-risk partner. Less than 1% of collection agencies have achieved these high compliance standards. This guarantees the privacy and protection of your consumer's data.

#### **Guaranteed Positive Consumer Experience**

Our mission is to preserve your positive reputation. We treat all consumers with compassion, dignity, and respect. We understand your consumers, your community, and your culture. Our longstanding client relationships are a result of the successful recovery of delinquent debt coupled with ensuring a positive consumer experience. Our detailed training programs and speech analytics software are utilized to ensure a positive consumer experience.

We look forward to the opportunity to partner with The Town of Lyons. If you have any questions, do not hesitate to contact me at 303-888-0949 or via email at [william.greve@bcservice.com](mailto:william.greve@bcservice.com).

Warmest Regards,

William F. Greve, III

William F. Greve III / Sales Executive  
BC Services, Inc.