



Accelerate the Statement to Payment Experience

One Solution for Effortless Customer Engagement & Efficient Collections

Today's drivers expect convenient, multi-channel options for payment. CSG helps you transform the statement-to-payment process with a unified solution. Reduce call center volume, improve collections, and drive digital adoption, all through a single, trusted partner. Increase on-time payments with a hybrid print and digital approach designed to empower your customers with multichannel, self-service payment options. Streamline operations with one trusted partner, leveraging automation and top security to free up resources.

The Benefit To Your Business:

- Improve collection rates with 3x increase in responsiveness
- Reduce average time to payment by 18%
- Reduce general billing-related call center volumes by 20%
- Improve response rates by 22% with print and digital hybrid approach



**1.2 BILLION
INTERACTIONS PER YEAR**
Reaching 50% of all U.S.
households monthly



**740 MILLION DOCUMENTS
PRINTED ANNUALLY**
Top 10 USPS First Class
Mailer



\$ 5.3 BILLION
Process 310 million annual
credit card payments & 137
million ACH payments



SECURITY AND QUALITY CERTIFICATIONS

Core competencies also
encompass PCI DSS, NIST,
HIPAA, GDPR, SSAE SOC1,
NACHA, and CCPA

CSG Solutions



Customer Communications

Let people connect to their tolling provider anytime, anywhere, on any device

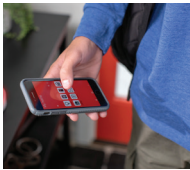
- End-to-end management of all communications channels
- Fully-integrated print & mail, voice, SMS, email, social media and more
- Content design and presentation tools
- Ensure compliance and improve engagement



Payments

Enable tolling operators to accept payments through any channel

- Credit and Debit card, ACH, and digital wallet payments
- Online, in-person and mobile platforms
- Text-to-Pay
- Secure and compliant transactions experience
- Multichannel payments with individual secure forms



AI-Driven IVR

Provide tomorrow's service experience, available now in 88+ languages

- Scalable, device-agnostic AI applications
- Leverages multi-intent understanding and contextual awareness
- Draws from organization's knowledge base



Customer Journey Management

Drive contextual, real-time communications

- Build a real-time unified customer profile
- Trigger next best action to meet the customer at their moment of need
- Leverage journey analytics to optimize with every interaction



Experience Design

Turn everyday interactions into outstanding digital experiences

- Consulting and research services
- UX and UI design
- Online self-service portals

Why CSG

CSG empowers companies to build unforgettable experiences, making it easier for people and businesses to connect with, use and pay for the services they value most. Our customer experience, billing and payments solutions help companies of any size make money and make a difference. With our SaaS solutions, company leaders can take control of their future, and tap into guidance along the way from our more than 5k-strong experienced global team.

Want to learn more about how to be a change maker and industry shaper like our 1,000-plus clients? Visit [csgi.com](https://www.csgi.com) to learn more.

Customer Successes

- **Creative Processing Solutions** – \$1M+ savings in postage annually for MDTA
- **Bill Redesign** – ADT saw a 20% reduction in call volume when they redesigned their bill with CSG
- **Cost to Collect** – Major American bank saw 3x increase in responsiveness to SMS message improving cost to collect
- **Improved Time to Payment** – A global mobility company reduced average time to payment by 18% and collected \$15 million in first 9 months with CSG