

SCHEDULE 7

**Province of British Columbia
Ministry of Finance**

Revenue Services

Statement of Work (SOW) 2. Level 1

Contents

PURPOSE	3
SCOPE	3
SECTION 1 - BILL PRESENTMENT AND EARLY STAGE ACCOUNTS RECEIVABLE MANAGEMENT SERVICES	3
SERVICES.....	3
BILLING SERVICES	3
EARLY STAGE ACCOUNTS RECEIVABLE MANAGEMENT SERVICES	4
SECTION 2 - LATE STAGE ACCOUNTS RECEIVABLE MANAGEMENT SERVICES	5
SERVICES.....	5
LATE STAGE ACCOUNTS RECEIVABLE MANAGEMENT SERVICES.....	5
SECTION 3 – MAIL, PAYMENT AND DOCUMENT PROCESSING SERVICES.....	6
BACKGROUND	6
SERVICES.....	7
MAIL PROCESSING SERVICES	7
PAYMENT PROCESSING SERVICES	7
DOCUMENT PROCESSING SERVICES	8
SECTION 4 - SUPPORTING FUNCTIONS	9
SERVICES.....	9
ACCOUNT MANAGEMENT	9
RECONCILIATIONS.....	10
OTHER SUPPORT FUNCTIONS	10
Appendix A - SOW 2 Definitions	12
Appendix B - Programs In Scope for Bill Presentment and Early Stage Accounts Receivables Management Services	14
Appendix C - Programs In Scope for Late Stage Accounts Receivable Management Services	15
Appendix D - Programs in Scope for Mail, Payment and Document Processing Services.....	16
Appendix E - Legal Action Criteria.....	26
Appendix F – Write Off Criteria and Cancellation Responsibilities.....	29

PURPOSE

This Statement of Work 2 (**SOW 2**) is attached to, and made a part of, the Renewal Agreement. Unless otherwise defined in **Appendix A** of this SOW, capitalized terms used herein shall have the meaning ascribed to them in the Renewal Agreement.

The purpose of this SOW is to describe the scope and functions of the Revenue Management Services provided to the Province by HPAS. As described in this SOW, HPAS will provide Services including Bill Presentment and Early Stage Accounts Receivable Management Services, Late Stage Accounts Receivable Management Services, and Mail, Payment, and Document Processing Services for various Programs on behalf of the Province, that will maximize voluntary compliance and net cash collected, minimize time to deposit Payments, optimize Customer service, and ensure compliance with laws, regulations and policies.

SCOPE

The scope of Services in SOW 2 is:

- 1) Bill Presentment and Early Stage Accounts Receivable Management Services;
- 2) Late Stage Accounts Receivable Management Services;
- 3) Mail, Payment, and Document Processing Services; and
- 4) Supporting Functions.

The Services associated with managing RMS and other information management systems is out of the scope for this SOW.

This SOW is written assuming that a single contractor (HPAS) is responsible for providing Services under the entire SOW. Therefore, duplicated Services that may be required if the Services were delivered separately, are only stated once.

SECTION 1 - BILL PRESENTMENT AND EARLY STAGE ACCOUNTS RECEIVABLE MANAGEMENT SERVICES

SERVICES

The Ministry has identified the following Services that must be performed by HPAS. These Services will be provided for all Bill Presentment and Early Stage Accounts Receivables Management Programs which are listed in **Appendix B**.

BILLING SERVICES

HPAS shall notify a Customer that they owe a financial obligation to the Province. Billing Services include: producing and issuing Bills, producing a statement of account, and resolving billing discrepancies.

Produce Bill

HPAS shall produce an invoice or notice setting out the amount owed by the Customer, the conditions for payment, and any necessary supporting information (**Bill**). Bills will be produced according to standard and Program-specific rules, legislation and policies that are in effect.

HPAS shall provide the Bill to the Customer at a frequency determined by the Program and in accordance with any rules, legislation and policy in effect. With all delivery methods, HPAS shall retain an Image of the Bill.

Produce Statement

When requested by the Customer, the Ministry, the Program Ministry or as otherwise agreed upon by the Parties, HPAS shall provide a financial statement to the Customer that describes the state of the Customer's account (e.g., account balance, credits, debits, interest, and Payments) and any changes that have occurred since the last statement was issued, or for the requested period of time (**Statement of Account**). HPAS may also issue Statement of Accounts based on standard or Program-specific rules and set schedules, in response to freedom of information requests and on an *ad hoc* basis.

Modify Billing Rules

When there are changes to billing parameters, HPAS shall modify the rules used to issue the Bill.

Resolve Billing Discrepancies

HPAS shall investigate and resolve Customer disputes relating to the Customer's account (e.g., fees, interest, balances, etc.) with assistance from the Ministry as required. HPAS will redirect Customers to the Program Ministry for specific Program-related questions and assistance.

EARLY STAGE ACCOUNTS RECEIVABLE MANAGEMENT SERVICES

HPAS shall take action to collect financial obligations owed to the Province in a fair and equitable manner. Early Stage Accounts Receivable Management Services include creating a Collection Account, locating Customers, appropriate management strategies, and coordinating with external vendors as required, including private collection agencies (**PCAs**) for out-of-province collections.

Create Customer Account

HPAS shall create an account to identify overdue financial obligations that require Pre-Collection Actions (**Collection Account**). HPAS shall monitor, track, and report on all Pre-Collection Actions taken and the outcome of these Pre-Collection Actions. HPAS shall determine risk of non-payment for the overdue financial obligation.

Locate Customer

HPAS shall conduct investigations to locate Customers using available information sources. HPAS shall trace contact information for all instances of returned outbound correspondence and other invalid addresses. HPAS shall validate and update new address information to the source system and Program area including the date the new address was found and the source.

Take Early Stage Accounts Receivable Management Action

HPAS shall take appropriate and progressive Pre-Collection Action based on the risk of the outstanding financial obligation and the type of Program in accordance with Program requirements, legislation and policy.

Manage Payment Proposal

If the Customer is unable to immediately pay in full their outstanding financial obligation, HPAS shall negotiate a plan, in the Province's best interest, with the Customer to pay it off over a period of time and shall monitor Payments to ensure they are received according to the negotiated plan including its schedule and rules.

Coordinate with PCAs

HPAS shall use PCAs to pursue overdue financial obligations according to standard and Program-specific rules. HPAS shall notify PCAs of changes to the Customer's account and record the Payment received as a result of the PCAs activities.

SECTION 2 - LATE STAGE ACCOUNTS RECEIVABLE MANAGEMENT SERVICES

SERVICES

The Ministry has identified the following Services that must be performed by HPAS. These Services will be provided for all Collections Programs which are listed in **Appendix C**.

LATE STAGE ACCOUNTS RECEIVABLE MANAGEMENT SERVICES

HPAS shall take action to recover financial obligations owed to the Province in a fair and equitable manner. Services include creating and assigning a Collection Account, locating Customers and their assets, property, employer, and banking information, coordinating with PCAs, and recommending and processing write-offs and extinguishments (**Collection Actions**).

Create Overdue Collection Account

HPAS shall create a Collection Account to identify overdue financial obligations that require Collection Actions in accordance with Program criteria. HPAS shall monitor, track, and report on all Collection Actions taken and the outcome of these Collection Actions. HPAS shall determine the risk of non-payment of the overdue financial obligation.

Locate Customer and Asset, Banking and Employer Information

HPAS shall conduct investigations to locate Customers and their assets, property, employer and banking information, using available information sources including those sources provided by the Ministry. HPAS shall trace contact information for all instances of returned outbound correspondence and other invalid addresses. HPAS shall validate and update new address information to the source system and Program area including the date the new address was found.

Take Collection Action

HPAS shall take Collection Actions that promote the Customer's fulfilment of the Customer's outstanding financial obligation to the Province based on the risk of the outstanding financial obligation and the type of Program in accordance with Program requirements, legislation and policy. Collections Actions that shall be performed by HPAS include but are not limited to following a correspondence process, including notification, demand and legal correspondence, as well as periodic invoices and contact with Customers through various channels.

Recommend Legal Actions

HPAS shall recommend to the Ministry, legal actions, such as third party demands including, but not limited to, banks and employers, registering liens and crown debt charges, recommending court actions, and forfeiting property on certain Programs. Detailed requirements are listed in **Appendix E**.

Manage Set-off Process

If the Customer is entitled to provincial or federal government-generated refunds, HPAS shall manage the process to set-off these refunds, and apply these funds to the financial obligations owed to the Province in accordance with legislation, agreements, and Ministry policy.

Manage Payment Proposal

If the Customer is unable to immediately pay in full their outstanding financial obligation, HPAS shall negotiate a plan, in the Province's best interest, with the Customer to pay it off over a period of time and shall monitor Payments to ensure they are received according to the negotiated plan including its schedule and rules.

Manage Bankruptcy, Consumer Proposals and Compromised Settlements

HPAS shall manage bankruptcy, consumer proposals and compromised settlements in accordance with relevant legislation and Ministry policy.

Manage Collections through PCAs

HPAS shall use PCAs to pursue overdue financial obligations according to standard and Program-specific rules. HPAS shall notify PCA of changes to Customer accounts and record the Payment received as a result of the PCAs activities.

Recommend and Manage Write-offs and Extinguishments

HPAS shall recommend and manage write-offs and extinguishments of financial obligations as required. Write-off amounts are recommended to the Ministry based on legislation and policy, and will be processed by HPAS after Ministry or Program Ministry approvals. Detailed Requirements are listed in **Appendix F**.

SECTION 3 – MAIL, PAYMENT AND DOCUMENT PROCESSING SERVICES

BACKGROUND

The Revenue Division of the Ministry is responsible for fair, efficient and effective revenue collection, including Payment processing. The Province receives monies from Customers through a variety of channels, for payment of obligations arising from a variety of tax and non-tax Programs (**Payments**), as well as tax returns and other Customer correspondence. **Appendix D** sets out a list of the Programs in scope for the Mail, Payment and Document Processing Services. The Parties agree that as at the Renewal Date, the list of Programs set out in Appendix D is intended to include all Mail, Payment and Document Processing Services that were being delivered prior to the Renewal Date. As a result, at the Renewal Date **Appendix D** may not be a complete list of the Programs in scope for the Services and the Parties shall review, at least annually, the list of Programs and any updates required to the list will be made through a Decision Request.

The Province requires HPAS to receive Payments through a variety of channels, including:

- Pre-Authorized Debit Payments (automatic monthly withdrawal)
- Telephone
- Internet Banking
- Self-Service Portal(s)
- Mail
- In Person - Government Agents/Service BC
- In Person - Bank, Credit Union or Trust Company
- Interfaces

Payments may be received in a variety of formats, including:

- Cheque/coupon
- Cheque only
- Coupon only
- Post-Dated Cheque
- Electronic Data Interchange (e.g. PCTel)
- Wire Payments via Banks
- Electronic Funds Transfer
- Credit Card

Not all Programs offer all Payment channels or formats.

The Province also requires HPAS to Image, index and store a variety of correspondence and Program documentation on a regular and *ad hoc* basis.

SERVICES

The Ministry has identified the following Services which will be provided as required by each Program, including Mail, Payment and Document Processing Services for all Payment and Document Processing Programs.

MAIL PROCESSING SERVICES

HPAS shall receive mail through a variety of channels. The Mail Processing Services include: receiving, opening, sorting, and directing mail to other business functions at HPAS for processing. HPAS shall open, scan and report returned mail to the corresponding Programs area system.

PAYMENT PROCESSING SERVICES

HPAS shall receive Customers' Payments through a variety of channels and in a variety of formats, and apply it to the Customer's account. The Payment Processing Services include: receiving Payment, providing a Statement of Account to a Customer upon request, directing Payments according to Customer directions, recording Payments, reconciling Payments, allocating Payments, and resolving Payment discrepancies.

Receive Payment

HPAS shall accept the Customer's Payment through multiple channels and in multiple formats as described above.

Process Payment

HPAS shall extract all necessary information from the Payment items in order to deposit and allocate the Payment.

Deposit Payment

HPAS shall deposit the monies to the Province bank account within the timelines set out for each Program.

Allocate Payment

HPAS shall follow the Customer's directions about which account(s) their Payment should be allocated to. In the absence of Customer directions, HPAS shall apply the Payment according to Program and Province policy.

Record Payment

HPAS shall record within a prescribed Province system when a Payment has been made and maintain supporting information, such as Payment source, cheque Image, cheque number, and bank information.

Process Dishonoured and Rejected Payments

Where required by Program requirements, HPAS shall support dishonored Payment processes (including transaction reversal and application of non-sufficient funds fees) and refund processes for rejected Payments that cannot be allocated to a Customer account.

Resolve Payment Discrepancies

HPAS shall investigate and resolve Payment discrepancies found during reconciliation, or as raised by a Customer or Program Ministry.

DOCUMENT PROCESSING SERVICES

HPAS shall receive Customer and Program Ministry documents through various channels and will capture, index, store, and provide viewing opportunities in accordance with Province regulations and requirements.

Receive Documents

HPAS shall receive documents from Customers and Program Ministries which include tax returns, applications, renewals, and other forms and attachments (**Customer Documents**).

Capture Data

HPAS shall capture and extract data from Customer Documents according to the requirements of the Program.

Capture Images

HPAS shall Image and index incoming Customer Documents for the Program's systems.

Transmit Data

HPAS shall transmit any data and Imaged Customer Documents to the prescribed Province systems as required.

Manage Documents Archiving

HPAS shall index, store and retrieve or forward to the Program Ministry all incoming paper Customer Documents in accordance with Program requirements.

SECTION 4 - SUPPORTING FUNCTIONS

SERVICES

HPAS shall provide the support necessary to allow for effective management of accounts by supporting the workflow, supporting the production of outgoing correspondence, managing business rules, supporting Customer self-service options, providing reports, managing user roles and system security for systems supporting these services, providing the Program with details of the accounts managed, responding to Customer and business area inquiries and updating Customer information.

ACCOUNT MANAGEMENT

HPAS shall manage the financial obligations that the Customer owes to the Province, in accordance with Province and Program policies and legislation. To accomplish this, HPAS shall create Customer Accounts and update financial obligations, maintain Customer information, conduct financial transactions (debits and credits), process write-off and extinguishments and resolve discrepancies with Customers or Program Ministries if disputes arise.

Create Account and Financial Obligations

Where required, HPAS shall establish an account for the Customer by Program that will include all of the Customer's financial obligations. The Customer profile and account attributes will be created according to Program requirements and based on information received through interfaces.

Apply Financial Transactions

HPAS shall apply debit and credit transactions to the Customer's Account:

- 1) upon Program area direction; and
- 2) according to Program and Province policy and legislation
(e.g., interest, dishonoured cheque fee).

Issue Refunds

HPAS shall recommend Customer refunds to the Ministry and if approved by the Ministry will initiate cheque requisition. Refunds may be initiated at Customer request or according to Program and Province rules.

Change Account Status/Add Indicator

HPAS shall review and change account status as required. Various indicators will show the current account condition (e.g., bankruptcy, collections on-hold, interest hold, etc.). In addition, HPAS shall manage, upload, file, and store documents related to the account. This includes reporting account status to credit bureau(s) on certain portfolios.

Resolve Account Discrepancies

HPAS shall investigate and resolve Customer disputes related to their account. If required, HPAS shall redirect Customers to the Program Ministry for specific Program-related questions.

Update Customer Information

HPAS shall ensure that the Customer's information is up-to-date and provide updated information to the Program Ministry through standard and user interfaces, as required.

RECONCILIATIONS

Reconcile Payment

HPAS shall ensure that the Payments processed reconcile with the Payments applied to the systems of record, with deposits to banks and to the Provincial Treasury System (**TDI**) and the Province's Corporate Accounting System (**CAS**) or other systems as agreed upon by the Parties.

Other Reconciliations

HPAS shall reconcile all financial actions, as prescribed by the Ministry, including, but not limited to, Payment, bankruptcy, interface, adjustment, bank to general ledger, and journal voucher reconciliations. HPAS shall resolve all discrepancies or reconciling items in a timely fashion and report on all reconciliations and continuity schedules in agreed upon formats and timelines for all Programs. The reconciliations include all the general ledger (CAS) account code combinations (to the Project code level) and associated with any clearing accounts (i.e. all Payment methods, adjustments, etc.) that are linked to RMS general ledger accounts or agreed upon RSBC related activities. Reconciliation processes will ensure the balances match at the end of a particular accounting period, as well as each day, month, and year. The Ministry is responsible for reconciling MSP Pay Direct and MSP Group general ledger accounts where the Ministry posts entries and adjustments.

Where variances arise when comparing amounts or when accounts do not balance as expected, they will be resolved by the Parties in a timely manner.

Payment processing exceptions must be identified, analyzed, and managed.

OTHER SUPPORT FUNCTIONS

Support Workflow

HPAS shall support those work actions necessary to effectively and efficiently manage accounts for each Program including the tracking and documentation of actions taken, work performed, and the outcome of the actions.

Support Correspondence

HPAS shall draft, index, version control, Image, and produce all outgoing correspondence related to Revenue Management, ensuring compliance with Province legislation and policy. HPAS shall make a note of any returned mail on the Customer account.

Manage Business Rules/Reference Values

HPAS shall enter and update business rules that affect processing, and the business values that these rules reference (e.g., interest rates).

Support Self-Serve

HPAS shall provide secure functionality to allow Customers the ability to perform certain revenue management functions for themselves, such as making Payments, viewing their accounts, registering for service, and updating their personal contact information.

Provide Reports

HPAS shall provide accurate and timely operational, management, performance, and *ad hoc* reports (as requested) by the Ministry or Program area.

Manage Roles and Security

HPAS shall manage access to their systems and facilities, including establishing roles for security purposes.

Provide Programs with Account Details

HPAS shall provide the Program Ministries with details including those related to Customer interactions and correspondence, financial activity and actions performed. This information will be available on a timely basis either via self-service reporting, routine reports or *ad-hoc* reports.

Respond to Customer Inquiries

HPAS shall investigate and respond (either verbally or in writing) to inquiries made by the Customer or their authorized representative, about the Customer's account. HPAS shall provide a response in a manner appropriate to the request. HPAS shall redirect Program related questions to the Program Ministry.

Request Customer Update

HPAS shall ensure that Customer information collected in the course of business is updated in the Customer profile. When requested, subject to compliance with information sharing policies or agreements HPAS shall provide the Program Ministry with the new information.

Appendix A - SOW 2 Definitions

Bill means an electronic or paper notification to a Customer of the Customer's financial obligation to the Province, in the form of an invoice or notice, including the amount owed by the Customer, the conditions for Payment, and any necessary supporting information.

Bill Presentment and Early Stage Accounts Receivable Programs means those Programs which are in scope for Bill Presentment and Early Stage Accounts Receivable Services, as set out in Appendix B of this SOW.

Bill Presentment Services means those Services related to producing and issuing Bills, producing a Statement of Account, and resolving billing discrepancies, as further set out in Section 1 of this SOW.

CAS means the Province's corporate accounting system.

Collection Account means an account created in accordance with Program criteria for an overdue financial obligation owed to the Province by a Customer that requires Collection Action.

Collection Action(s) means actions that promote the Customer's fulfilment of the Customer's outstanding financial obligation to the Province, based on the risk of the outstanding financial obligation and the type of Program in accordance with Program requirements, legislation and policy, including but not limited to, following a correspondence process, including notification, demand and legal correspondence, as well as periodic invoices and contact with Customers through various channels.

Customer Documents means documents received by HPAS from Customers and Program Ministries and which may include tax returns, applications, renewals, correspondence and other forms associated with an individual Customer.

Document Processing Services means those Services related to receiving Customer and Program Ministry documents through various channels and capturing, indexing, storing, and providing viewing opportunities in accordance with Province regulations and requirements, as further set out in Section 3 of this SOW.

Early Stage Accounts Receivable Management Services means those Services related to creating a Collection Account, locating Customers, management strategies, and coordinating with external vendors as required, including PCAs, as further set out in Section 1 of this SOW.

Form means the structured document issued by the Ministry consisting of one or more pages, single or double sided, containing data fields.

Image means the digital representation of one side of a piece of a document. A double-sided document would produce 2 Images.

Late Stage Accounts Receivable Management Programs means those Programs which are in scope for Late Stage Accounts Receivable Management Services, as set out in Appendix C.

Late Stage Accounts Receivable Management Services means those Services related to creating and assigning a Collection Account, locating Customers and their assets, property, employer, and banking information, taking Collection Actions (including managing set-offs as appropriate), coordinating with PCAs, and recommending and processing write-offs and extinguishments as further set out in Section 2 of this SOW.

LSB means the Legal Services Branch at the British Columbia Ministry of Justice.

Mail Processing Services means those Services related to receiving, opening, sorting, and directing mail to other business functions for processing and opening, scanning, and reporting returned mail to the corresponding system of record as further set out in Section 3 of this SOW.

MSP means Medical Services Plan.

Payment means monies received by HPAS on behalf of the Province from Customers through a variety of channels listed in Section 3 of this SOW, for its financial obligations arising from a variety of tax and non-Tax Programs.

Payment and Document Processing Programs means those Programs which are in scope for Payment and Document Processing Services, as set out in Appendix D.

Payment Processing Services means those Services related to receiving Payments, providing a Statement of Account to a Customer upon request, directing Payments according to Customer directions, recording Payments, reconciling Payments, allocating Payments, and resolving Payment discrepancies as further set out in Section 3 of this SOW.

Pre-Collection Actions means activities that will promote a Customer's fulfilment of the Customer's outstanding financial obligation to the Province prior to the outstanding financial obligation becoming a Collection Account.

RSBC means Revenue Services of British Columbia.

TDI means the Province's treasury system.

Statement of Account means a financial statement provided by HPAS to the Customer upon request by the Customer, the Ministry, the Program Ministry, or as otherwise agreed upon by the Parties, that describes the state of the Customer's account (e.g., account balance, credits, debits, interest, and Payments) and any changes since the last Statement of Account was issued, or for the requested period. Statements of Account may also be issued by HPAS based on standard or Program-specific rules and based on set schedules, in response to freedom of information requests, and on an *ad hoc* basis.

Appendix B - Programs In Scope for Bill Presentment and Early Stage Accounts Receivables Management Services

The Bill Presentment and Early Stage Accounts Receivable Management Services section of the SOW is in support of the following Programs:

Program #	Ministry Program
34	MSP Group
36	MSP Pay Direct

Appendix C - Programs In Scope for Late Stage Accounts Receivable Management Services

The Late Stage Accounts Receivable Management Services section of the SOW is in support of the following Programs:

Program #	Ministry Program
12	BC Student Loans
19	BC Student Loan Risk
20	Student Grant Over Awards
21	Joint Prov/Fed BC Student Grant Overaward
24	MSDSI Employment & Assist Debt
25	MSDSI Court Order
26	Direct-Lend Student Loan
27	Court Fines
34	MSP Group
35	Monthly Deductible Payment Option (<i>MDPO</i>)
36	MSP Pay Direct
39	BC Ambulance Services

Appendix D - Programs in Scope for Mail, Payment and Document Processing Services

Programs in scope for Mail, Payment and Document Processing section of the SOW and for Supporting Functions (e.g., Sponsorship):

REF #	CLIENT	BRANCH / PORTFOLIO	PROGRAM	PROGRAM #	ACT	PROCESSING CONTENT	TRANSACTION TYPE	COMPLEXITY
1	Advanced Education	Grant Overawards	Student Grant Overawards	20	NA	Payment	Remittance	
2	Advanced Education	Grant Overawards	Student Grant Overawards - Federal	22	NA	Payment	Remittance	
3	Advanced Education	Grant Overawards	Student Grant Overawards – Joint Prov/Fed	21	NA	Payment	Remittance	
4	Advanced Education	Other Student Assistance	Canadian Millennium Scholarship	23	NA	Other Student Assistance	Remittance	
5	Advanced Education	Other Student Assistance	Student Venture Loan	13	NA	Payment	Remittance	
6	BC Securities Commission	BC Securities	Penalties/Costs / Assessments	18	BC Securities Act	Payment	Remittance	
7	Energy Mines and Petroleum	Prospector's Assistance Grants	Prospector's Assistance Grants			Payment	Remittance	
8	Finance	Commercial Loans / Guarantee	Ad Hoc Commercial Loans & Investments	92		Payment	Remittance	
9	Finance	Commercial Loans / Guarantee	Ad Hoc Small Business Loans (AHL)	98		Payment	Remittance	
10	Finance	Commercial Loans / Guarantee	Aquaculture Incentive Program	42		Payment	Remittance	
11	Finance	Commercial Loans / Guarantee	Business Start-Up Loan	15		Payment	Remittance	
12	Finance	Commercial Loans / Guarantee	Industrial Development Fund Act (IDSA)	40		Payment	Remittance	

REF #	CLIENT	BRANCH / PORTFOLIO	PROGRAM	PROGRAM #	ACT	PROCESSING CONTENT	TRANSACTION TYPE	COMPLEXITY
13	Finance	Commercial Loans / Guarantee	Job Protection Program	64		Payment	Remittance	
14	Finance	Commercial Loans / Guarantee	Small Business Assistance Program	90		Payment	Remittance	
15	Finance	Commercial Loans / Guarantee	Small Business Assistance Program - Low Interest Loan Assistance Revolving Fund	60		Payment	Remittance	
16	Finance	Commercial Loans / Guarantee	Small Manufacturers' Incentive Program	46		Payment	Remittance	
17	Finance	Commercial Loans / Guarantee	Tourism Development Agreement	50		Payment	Remittance	
18	Finance	Commercial Loans / Guarantee	Travel Industry Development Subsidiary Agreement	56	Mountain Inn	Payment	Remittance	
19	Finance	Commercial Loans / Guarantee	Travel Industry Development Subsidiary Agreement	52		Payment	Remittance	
20	Finance	Consumer Taxation Programs Branch	Carbon Tax		Carbon Tax	Returns (5 types) / Documentation	Data Capture	High
21	Finance	Consumer Taxation Programs Branch	Carbon Tax		Carbon Tax	Documentation (that accompany returns)	Image	Low
22	Finance	Consumer Taxation Programs Branch	Carbon Tax		Carbon Tax	Payment	Remittance	High
23	Finance	Consumer Taxation Programs Branch	Carbon Tax		Carbon Tax	Payment	Remittance	
24	Finance	Consumer Taxation Programs Branch	Consumption Tax Rebate		Consumption Tax Rebate	Payment	Remittance	High
25	Finance	Consumer Taxation Programs Branch	Gasoline Tax		Gasoline Tax	Payment	Remittance	Medium

REF #	CLIENT	BRANCH / PORTFOLIO	PROGRAM	PROGRAM #	ACT	PROCESSING CONTENT	TRANSACTION TYPE	COMPLEXITY
26	Finance	Consumer Taxation Programs Branch	Motor Fuel Tax (including IFTA)		International Fuel Tax Agreement (IFTA)	Quarterly Returns/Documentation	Data Capture	High
27	Finance	Consumer Taxation Programs Branch	Motor Fuel Tax (including IFTA)		International Fuel Tax Agreement (IFTA)	Quarterly Returns/ Applications /Renewals/ Documentation	Image	Low
28	Finance	Consumer Taxation Programs Branch	Motor Fuel Tax (including IFTA)		International Fuel Tax Agreement (IFTA)	Payment	Remittance	High
29	Finance	Consumer Taxation Programs Branch	Motor Fuel Tax (including IFTA)		Motor Fuel	Payment	Remittance	Medium
30	Finance	Consumer Taxation Programs Branch	Municipal and Regional District Tax		Municipal and Regional District Tax (MRT)	Returns	Data Capture	Low
31	Finance	Consumer Taxation Programs Branch	Provincial Sales Tax (PST)		Provincial Sales Tax (PST)	Returns (non-scannable)	Data Capture	High
32	Finance	Consumer Taxation Programs Branch	Provincial Sales Tax (PST)		Provincial Sales Tax (PST)	Returns (scannable)	Data Capture	Low
33	Finance	Consumer Taxation Programs Branch	Provincial Sales Tax (PST)		Provincial Sales Tax (PST)	Scannable payment	Remittance	High
34	Finance	Consumer Taxation Programs Branch	Provincial Sales Tax (PST)		Provincial Sales Tax (PST)	Non-scannable payment	Remittance	High
35	Finance	Consumer Taxation Programs Branch	Provincial Sales Tax (PST)		Provincial Sales Tax (PST)	Vouchers	Remittance	High
36	Finance	Consumer Taxation Programs Branch	Tax on Designated Properties		Tax on Designated	Payment	Remittance	High

REF #	CLIENT	BRANCH / PORTFOLIO	PROGRAM	PROGRAM #	ACT	PROCESSING CONTENT	TRANSACTION TYPE	COMPLEXITY
					Properties			
37	Finance	Consumer Taxation Programs Branch	Tobacco Tax		Tobacco Tax	Retail Returns/Documentation	Data Capture	Medium
38	Finance	Consumer Taxation Programs Branch	Tobacco Tax		Tobacco Tax	Payment	Remittance	Medium
39	Finance	Consumer Taxation Programs Branch	Various Programs		All	Collection Correspondence and Image Index	Image	Low
40	Finance	Consumption Tax	Hotel Room Tax		Hotel Room Tax Act	Payment	Remittance	
41	Finance	Forest Renewal BC	Forest Renewal BC		Forest Renewal BC	Payment	Remittance	
42	Finance	Four Corners Bank	Four Corners Bank			Payment	Remittance	
43	Finance	Home Mortgage Program	BC Home Program			Payment	Remittance	
44	Finance	Home Mortgage Program	Conversion Mortgages			Payment	Remittance	
45	Finance	Home Mortgage Program	Home Mortgage Program	10	BC Home Program	Payment	Remittance	
46	Finance	Home Mortgage Program	Home Mortgage Program		Conversion Mortgages	Payment	Remittance	
47	Finance	Home Mortgage Program	Home Mortgage Program	2	HAA New Homes	Payment	Remittance	
48	Finance	Home Mortgage Program	Home Mortgage Program	5	HPA First Homes	Payment	Remittance	
49	Finance	Home Mortgage Program	Home Mortgage Program	8	HPA Older Homes	Payment	Remittance	

REF #	CLIENT	BRANCH / PORTFOLIO	PROGRAM	PROGRAM #	ACT	PROCESSING CONTENT	TRANSACTION TYPE	COMPLEXITY
50	Finance	Income Taxation Branch	Corporation Capital Tax		Corporation Capital Tax	Payment	Remittance	
51	Finance	Income Taxation Branch	Insurance Premium Tax		Insurance Premium Tax	Returns/Documentation	Data Capture	High
52	Finance	Income Taxation Branch	Insurance Premium Tax		Insurance Premium Tax	Payment	Remittance	High
53	Finance	Income Taxation Branch	Insurance Premium Tax (including unlicensed)		IPT/LT	Returns/Documentation	Image	Low
54	Finance	Income Taxation Branch	Insurance Premium Tax (unlicensed)		Unlicensed Insurance Premium Tax	Returns/Documentation	Data Capture	High
55	Finance	Income Taxation Branch	Insurance Premium Tax (unlicensed)		Unlicensed Insurance Premium Tax	Payment	Remittance	Medium
56	Finance	Income Taxation Branch	Insurance Premium Tax (unlicensed)		Unlicensed Insurance Premium Tax	Returns/Documentation	Data Capture	Medium
57	Finance	Income Taxation Branch	International Financial Institution Act Fees		International Financial Institution Act	Payment	Remittance	
58	Finance	Income Taxation Branch	Logging Tax		Logging Tax	Returns/Documentation	Data Capture	High
59	Finance	Income Taxation Branch	Logging Tax		Logging Tax	Payment	Remittance	High
60	Finance	Mineral Oil & Gas Revenue Branch	Gas Royalty		Gas Royalty	Payment	Remittance	Medium
61	Finance	Mineral Oil & Gas Revenue Branch	Mine Health & Safety Fees		Mine Health & Safety Fees	Payment	Remittance	Medium
62	Finance	Mineral Oil & Gas Revenue Branch	Mineral Oil & Gas Tax		Mineral Oil & Gas Tax	Payment	Remittance	Medium
63	Finance	Mineral Oil & Gas Revenue Branch	Mineral Tax		Mineral Tax	Payment	Remittance	Medium

REF #	CLIENT	BRANCH / PORTFOLIO	PROGRAM	PROGRAM #	ACT	PROCESSING CONTENT	TRANSACTION TYPE	COMPLEXITY
64	Finance	Mineral Oil & Gas Revenue Branch	Oil Royalty		Oil Royalty	Payment	Remittance	Medium
65	Finance	Property Tax Branch	Collection & Forfeiture File			Collection & Forfeiture File	Image	
66	Finance	Property Tax Branch	Home Owner Grant (HOG)	14	Home Owner Grant (HOG)	Payment	Remittance	Medium
67	Finance	Property Tax Branch	Property Tax Deferment	33	Property Tax Deferment	Applications (RG, FC)	Data Capture	High
68	Finance	Property Tax Branch	Property Tax Deferment	33	Property Tax Deferment	Renewals (RN)	Data Capture	Medium
69	Finance	Property Tax Branch	Property Tax Deferment	33	Property Tax Deferment	Ad Hoc Correspondence / Documentation for Applications, renewals, payments	Image	Low
70	Finance	Property Tax Branch	Property Tax Deferment	33	Property Tax Deferment	Payment	Remittance	High
71	Finance	Property Tax Branch	Property Transfer Tax	33	Property Transfer Tax	Returns/Documentation	Data Capture	High
72	Finance	Property Tax Branch	Property Transfer Tax	33	Property Transfer Tax	eForm (PDF) Returns	Data Capture	Digital
73	Finance	Property Tax Branch	Property Transfer Tax	33	Property Transfer Tax	Correspondence	Image	Low
74	Finance	Property Tax Branch	Property Transfer Tax	33	Property Transfer Tax	Payment	Remittance	High
75	Finance	Property Tax Branch	Property Transfer Tax	33	Property Transfer Tax	Land Title Survey Authority (LTSA)	Remittance	Medium

REF #	CLIENT	BRANCH / PORTFOLIO	PROGRAM	PROGRAM #	ACT	PROCESSING CONTENT	TRANSACTION TYPE	COMPLEXITY
						Payments		
76	Finance	Property Tax Branch	Rural Property Tax	33	Rural Property Tax (RPT)	Search Fees; School Tax Correspondence; HOGV Correspondence	Image	Low
77	Finance	Property Tax Branch	Rural Property Tax	33	Rural Property Tax (RPT)	EDI	Remittance	Low
78	Finance	Property Tax Branch	Rural Property Tax	33	Rural Property Tax (RPT)	Nils (HOG) - Coupon only	Remittance	Low
79	Finance	Property Tax Branch	Rural Property Tax	33	Rural Property Tax (RPT)	Payments	Remittance	Medium
80	Finance	Property Tax Branch	Rural Property Tax	33	Rural Property Tax (RPT)	C1 Payments	Data Capture	Medium
81	Finance	Property Tax Branch	Rural Property Tax	33	Rural Property Tax (RPT)	C1 Payments	Remittance	High
82		intentionally deleted						
83	Finance	Receivable Management Office	Lease Programs		Ad Hoc Mortgages	Payment	Remittance	
84	Finance	Receivable Management Office	Lease Programs		Agreement for Sale Mortgage	Payment	Remittance	
85	Finance	Receivable Management Office	Lease Programs		Leasehold Account	Payment	Remittance	
86	Finance	Receivable Management Office	Lease Programs		Leasehold Mortgage	Payment	Remittance	
87	Finance	Receivable Management Office	Municipal Assistance Program	58	Industrial Development Subsidiary Agreement	Payment	Remittance	

REF #	CLIENT	BRANCH / PORTFOLIO	PROGRAM	PROGRAM #	ACT	PROCESSING CONTENT	TRANSACTION TYPE	COMPLEXITY
88	Finance	Receivable Management Office	Small Business Assistance Program	90	Loan Interest Loan Assistance Revolving Fund	Payment	Remittance	
89	Finance	Revenue Solutions Branch	BC Student Loans (Direct Lend)	26	Master Student Financial Aid Agreement (MSFAA)	Payment	Remittance	
90	Finance	Revenue Solutions Branch	BC Student Loans (Guaranteed)	12		Payment	Remittance	
91	Finance	Revenue Solutions Branch	BC Student Loans (Risk Share)	19		Payment	Remittance	
92	Health	Health Services	Fair PharmaCare (MDPO)		Fair PharmaCare (MDPO)	Payments	Remittance	Low
93	Health	Health Services	Fair PharmaCare (MDPO)		Fair PharmaCare (MDPO)	EDI Transfer	Remittance	Digital
94	Health	Health Services	Medical Services Plan (MSP)	34	MSP	Payment	Remittance	Low
95	Health	Health Services	Medical Services Plan (MSP)	36	MSP	Payment	Remittance	Low
96	Health	Health Services	Medical Services Plan (MSP)	36	MSP	EDI Transfer	Remittance	
97	Health	Health Services	Medical Services Plan (MSP)	36	MSP	EDI Transfer	Remittance	
98	Health	Health Services	Medical Services Plan (MSP)		MSP	Payment	Remittance	Digital
99	Health	MSP	MSP – Group	34		Payment	Remittance	

REF #	CLIENT	BRANCH / PORTFOLIO	PROGRAM	PROGRAM #	ACT	PROCESSING CONTENT	TRANSACTION TYPE	COMPLEXITY
100	Health	MSP	MSP – Medical Practitioner Overpayments	39		Payment	Remittance	
101	Health	MSP	MSP – Pay Direct	36		Payment	Remittance	
102	Justice	Court Fines	Ad Hoc Judgments	17		Payment	Remittance	
103	Justice	Judgments (AG)	Court Fines and Receivables (non-MV)	27	Various	Payment	Remittance	
104	Multiple	RMS	Various Programs		Various	Return Mail	Image	Low
105	Multiple	RMS	Various Programs		Various	Payment	Remittance	Low
106	Multiple	RMS	Various Programs		Various	EDI Transfer	Remittance	Digital
107	Multiple	Various	Salary Overpayments			Payment	Remittance	
108	Provincial Health Services Authority	Emergency Health Services	Ambulance		Ambulance	Payment	Remittance	Low
109	Social Development & Social Innovation	Financial and Administrative Services Branch (FASB)	Income Assistance - Court Orders	25	Court Orders	Payment	Remittance	
110	Social Development & Social Innovation	Financial and Administrative Services Branch (FASB)	Income Assistance - Overpayments	24	Overpayments	Payment	Remittance	
111	Social Development & Social Innovation	Financial and Administrative Services Branch (FASB)	Income Assistance - Sponsorship Default Recovery	11	Sponsorship Default Recovery	Payment	Remittance	

REF #	CLIENT	BRANCH / PORTFOLIO	PROGRAM	PROGRAM #	ACT	PROCESSING CONTENT	TRANSACTION TYPE	COMPLEXITY
112	Social Development & Social Innovation	Service Delivery Division	Bus Pass		Bus Pass	Payment	Remittance	Low
113	Social Development & Social Innovation	Various	RMS		Various	Return Mail	Image	Low
114			Agriculture Land Development Assistance			Payment	Remittance	

Appendix E - Legal Action Criteria

Legal Action is defined as government collection tools including the *Financial Administration Act's* Section 83 demands, *Land Title Act* Notices of Crown Debt Section 204, and Small Claim Court Actions.

The Ministry is responsible for reviewing and approving all Legal Action at its discretion. The Ministry, on a case by case basis, may instruct HPAS to cancel a Legal Action.

HPAS shall recommend accounts to the Ministry for Legal Action, provide written evidence to support the recommended Legal Actions, and administer the application and monitoring of Legal Actions. HPAS shall review PCAs' requests for Legal Actions to ensure the criteria are met and HPAS shall provide a copy of the PCA event notes to the Ministry when requesting Legal Actions on behalf of PCAs.

The Province and HPAS shall cooperate with each other, both acting reasonably and in good faith, to document in a Legal Action playbook and agree upon processes and procedures to be followed by the Parties to deal with Legal Actions.

1. Third Party Demands Criteria:

- (a) Requirements for issuing Third Party Demands
 - i. A legal warning letter was sent to the Customer's last known address within the previous 180 days.
 - ii. One phone call attempt was made to contact the Customer at the last known phone number within the previous 90 days, unless the account is in judgment status, in which case this is not required. A dialer call meets the definition of phone call attempt. A dialer attempt must indicate the number called and the outcome in order to meet the criteria;
 - iii. HPAS shall monitor Section 83 payments and if necessary, request the cancellation of the demand or an amendment to the demand.
- (b) Joint Third Party Demands Criteria:
 - i. HPAS shall add the names of other beneficiaries or co-signors to RMS before requesting a joint third party demand;
 - ii. The beneficiary or co-signor must have received written notification of the debt and impending legal action within the same timeframe as the primary Customer. The beneficiary should also receive a phone call as described in 1(a).
- (c) Amending or Releasing Third Party Demands:
 - i. Amending or releasing a Third Party Demand is at the discretion of HPAS or as instructed by the Ministry.
- (d) Non-Compliant Employers - refusal to honor a served Third Party Demand:
 - i. HPAS is responsible for following up with employers to ensure compliance with a demand issued by the Province.
 - ii. In the event of an employer being non-compliant with a demand issued by the Province, HPAS will work with the Ministry to resolve the non-compliance.

2. Crown Notice on Land Criteria:

(a) Request a Notice of Crown Debt on Real Property:

- i. A legal warning letter was sent to the Customer which refers to placing a Crown Debt on the Customer's property
- ii. A copy of the current Land Title Office Certificate of Title is on account in RMS.

(b) Request a Release of the Notice of Crown Debt:

- i. The account is paid in full. HPAS shall make an interaction record referencing method of payment;
- ii. Documentation proving that the Customer has no equity in the property if the account is not paid in full.
- iii. 20 Business Days have been allowed for non-guaranteed funds to clear prior to requesting a notice to be released;
- iv. A copy of the Form 17 charge.

3. Court Action Criteria

(a) HPAS shall recommend accounts for court action with appropriate written evidence to support the Province pursuing court action on an account.

- i. The Ministry shall review and make the decision whether or not to approve and initiate court action.
- ii. The Ministry is responsible for providing instructions to and liaising with legal counsel.
- iii. At the conclusion of the court action the Ministry shall advise HPAS of the court results and return the accounts to HPAS for continued administration.
At the conclusion of legal action, any correspondence including emails between the Ministry of Justice and the Ministry shall be removed by the Ministry from the file before returning the file back to HPAS due to solicitor-client privilege. This information shall be retained by the Ministry;
- iv. If a judgment account has been paid in full, HPAS shall request that the Ministry file an acknowledgment of Payment with the Small Claims or Supreme Court;

(b) Payment and/or Default Hearing

- i. any request for Payment or default hearing should be forwarded to the Contract Management Office's compliance team who will coordinate and make arrangements to appear on behalf of the Ministry;

(c) Examination in Aid:

- i. Once a judgment has been obtained, the Ministry, through the Legal Services Branch, of the Ministry of Justice (LSB), can request an examination of the debtor in aid of the collection effort.
- ii. These requests must be made through the Contract Management Office's compliance team who will coordinate with LSB.

(d) Writ of Seizure under the Court Order Enforcement Act:

- i. HPAS shall have completed a vehicle search within the last 30 days;
- ii. HPAS shall enter an interaction record with the details of the search on RMS;

- iii. HPAS shall provide a copy of this search to the Ministry;
- iv. HPAS shall complete a Personal Property Registry search to confirm that title to the vehicle is free and clear;
- v. The book value of the type of vehicle shall be determined by the Contract Management Office's compliance team;
- vi. If the writ of seizure is for corporate shares, HPAS shall provide a recent company search to the Ministry;
- vii. HPAS shall be responsible to liaise with the bailiff or another officer of the court.

4. Post -bankruptcy Debts

- i. Post-bankruptcy debts are payable by the bankrupt party and should be invoiced. HPAS shall continue to send letters, and notices, as well as make phone contact with the bankrupt party to request payment;
- ii. If legal action is required, HPAS shall make an interaction record indicating that the bankruptcy is an un-discharged bankruptcy and that the debt relates to post bankruptcy period(s). HPAS shall also note the name of the trustee and the trustee's contact information;
- iii. HPAS shall keep trustees advised of any potential Collection Actions.

Appendix F – Write Off Criteria and Cancellation Responsibilities

I. WRITE-OFF CRITERIA, GENERAL

Set forth below are the high level criteria that must be met for the Province to approve the write-off of a debt under a Program account. The Province and HPAS shall cooperate with each other, both acting reasonably and in good faith, to document in a playbook and agree upon processes and procedures to be followed by the Parties to deal with the write-off of debts under Program accounts in accordance with the Write-Off Criteria.

1. HPAS Responsibilities

1.1 HPAS shall recommend debts for write-off to the Province after all appropriate Collection Action has been taken on such debts and shall ensure that the debts are recommended for write-off in accordance with relevant legislation and policies.

1.2 Prior to recommending a debt for write off to the Province, HPAS shall provide the Province with written evidence, satisfactory to the Province, that all appropriate Collection Actions have been taken on the debt irrespective of whether the Collection Actions have been undertaken by HPAS or by PCAs on behalf of HPAS. Written evidence shall include, without limitation, the following information:

(a) That written notification of the debt has been sent to the last known address of the debtor.

Written notification shall include, but is not limited to, the following:

(i) notification of the debt (which may include an invoice for the debt);

(ii) a demand to pay the debt;

(iii) a warning that the debt is owing and that legal steps may be taken if the debt is not paid;

(b) recent attempts to contact the debtor including the use of various skip tracing tools;

(c) that an attempt was made to contact the debtor by telephone at the last known contact phone number;

(d) that HPAS has attempted to collect Payment from the debtor for a period of not less than two years;

(e) that the debt has been registered with the Canada Revenue Agency Set Off Program where possible;

(f) that the debt has been reviewed to determine if there is an ability to pay;

(g) that the debt has been reviewed to determine if various legal action tools such as registering a lien under the *Land Titles Act*, garnishment of wages or a Bank Demand under the *Financial Administration Act*, or other tools (such as a credit bureau enquiry), as appropriate, have been used; and

(h) for debts that have been previously submitted and rejected by Ministry for write off, that additional collection actions have been pursued on the debt.

(i) there is no evidence of the following:

(i) that HPAS (or the Province) has received payment on the account at a minimum within the last 12 months; and

(ii) that a Payment arrangement has been established within the last 90 days.

1.3 HPAS shall recommend accounts for write-off to the Ministry 45 days prior to the end of each Contract Year quarter, in an agreed to format. With agreement from the Ministry, additional accounts can be recommended for write-off to the Ministry on an *ad-hoc* basis throughout the Contract Year.

2. Ministry Responsibilities

2.1 The Province will review the Collection Actions that HPAS has taken on all debts recommended for write-off to ensure that all appropriate Collection Actions have been taken and accounts have been reviewed for ability to pay and sufficient evidence exists for purposes approving the debts for write off.

- (a) where the Ministry is responsible for approving the write-off of the particular debt, the Ministry will approve the debt for write off; and
- (b) where the Ministry is not responsible for approving the write-off of the particular debt, the Ministry will recommend the approval of the debt for write-off to the appropriate Program Ministry or approval authority.

II. MSP PAY DIRECT ACCOUNT CANCELLATION CRITERIA, GENERAL

Set forth below are HPAS' responsibilities that must be met for the British Columbia Ministry of Health to cancel the enrollment of MSP beneficiary by reason of lost contact.

1 HPAS Responsibilities

1.1 HPAS shall submit an MSP Pay Direct beneficiary's account to the Ministry of Health for cancellation by reason of lost contact:

- (a) after the account has been:
 - (i) approved for write-off by the Ministry; and
 - (ii) written off by HPAS in RMS after receiving approval from the Ministry to do so; and
- (b) in accordance with the schedule provided by the British Columbia Ministry of Health.