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U.S. DEPARTMENT OF THE TREASURY

Philadelphia Financial Center Post Payment Services

September 17, 2014

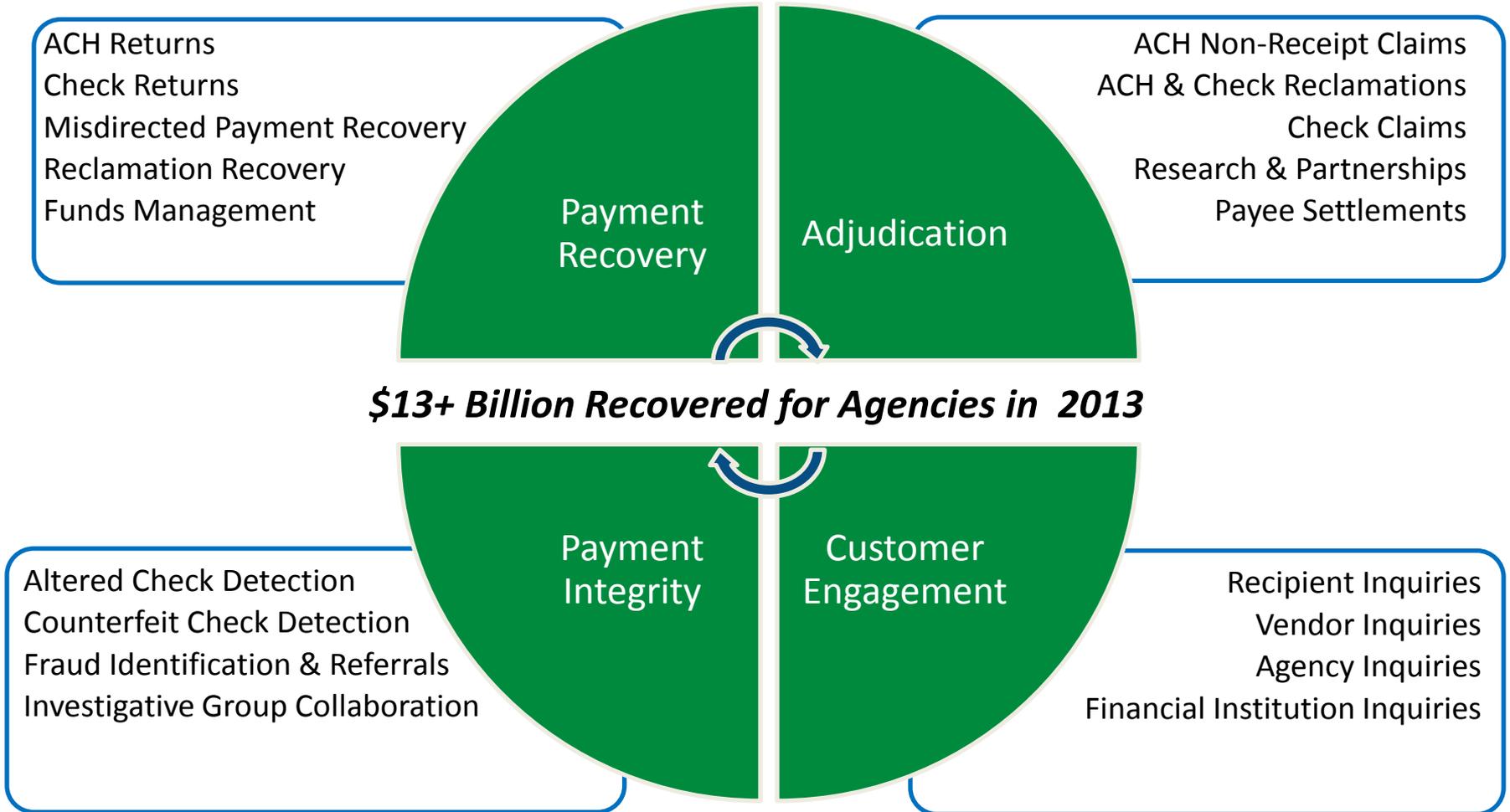
Post Payment Services Review

The Philadelphia Financial Center (PFC) is responsible for managing all aftermath actions and reconciliation activities associated with payment issuance, misdirected payments, & funds management.

Post Payment Core Functionality Includes:

- Payment Matching and Verification
- Returns and Cancellations
- Funds Receipt / Funds Management
- Inquiries, Calls, and Claims
- Research and Reclamations
- Fraud Detection and Integrity Analysis
- Reconciliation and Bookkeeping
- Reporting and Analysis
- Customer Engagement

Post Payment Service Core Functions



Post Payment Service Highlights

- PFC's core mission; expertise to efficiently resolve payment aftermath actions
- PFC recovered over \$13.8 billion in 2013 on behalf of the Federal Program Agencies from post-payment recovery activities or 1/2% of each \$ spent
- PFC manages the system of record for all Treasury issued payments (1.1 billion payments managed annually)
- PFC has long standing relationships with the Federal and Financial Institution community

PFC 2013 Recovery Statistics

	Annual Volume	Funds Recovered	Cases /million payments
Returned Checks	1,033,053	\$5.8b	14,000
ACH Returns	2,932,489	\$7.8b	2,780
Check Claims	21,059	\$43.6m	285
ACH Claims	167,281	\$9.9m	160
Check Reclamations	8,220	\$7m	111
ACH Reclamations	92,164	\$95.5m	87
Customer Inquiries via Call Center	200,000		177

Legacy Process Improvements

Misdirected Payment Recovery

- Check to ACH
- Partial Reclamation Returns
- Partial ACH Non-Receipt Returns

ACH Non-Receipt Adjudication

- SSA Fraud Indicator
- Full vs. Partial or No Recovery

Check Claim Assignment by Region

- City, State, Zip
- Payment Date
- Check/PAM Sequence #
- BOFD/Signature Patterns

Fraud Identification & Referrals

- Laborious Detection & Analysis
- Relationships with Investigative Agencies
- Complete Package Preparation

Contact Information

Philadelphia Financial Center (PFC)

Post Payment Services

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