

CANADIAN EXPERIENCE & SERVICES

CLASS ACTION
BANKRUPTCY
MASS TORT
DATA BREACH

GCG's Canada team has been the strategic partner of choice for governments, courts, and plaintiff and defense counsel alike since the inception of class actions in Canada. Our experts have been on the front lines, playing a key role in breaking new ground and gaining an unmatched level of experience in complex class action settlements ranging from consumer product recalls, to water contamination, blood transfusion infection, residential schools, institutional duty of care, and medical device defect cases.

Combined, our U.S. and Canadian Teams provide over half a century of industry-leading, specialized expertise in providing a wide range of comprehensive services designed to generate innovative solutions for the administration of class action legal settlements, voluntary redress programs, and business process outsourcing (BPO) projects.

GOVERNMENT PROGRAMS & SUBSIDY ADMINISTRATION:

The Canadian government trusts GCG to act as a third-party administrator for a variety of voluntary compensation programs. GCG also regularly acts as a steward of record for the government for highly sensitive data. Our responsibilities include:

- Developing strategies for effective and comprehensive compensation of affected parties
- Providing full-service document management, digitalization, storage and secure transfer services for redactions, legacy documents and financial records
- Handling Access to Information and Privacy (ATIP) and electronic information management systems requests

CLASS ACTION SETTLEMENT & VOLUNTARY REDRESS SERVICES:

Count on our unmatched resources for cutting-edge and cost-effective solutions for your next complex class action settlement, institutional duty of care, or voluntary redress project.

- In-house notice and media experts, graphic designers and print resources achieve high-visibility and high-volume print, email, publication, and social media notice outreach programs
- Customized websites provide affected parties with current case information plus secure attorney/claimant/registrant document portal access
- GCG-hired and trained Customer Service Representatives plus customizable automated and live response options via toll-free numbers provide 24/7 access to current and accurate information in over 65 languages
- Banking industry veterans execute distribution payments by cheque, wire, automated clearing house transaction (ACH), and electronic fund transfer (EFT) in over 50 currencies

MONITORING, INVESTIGATION & PRE-SETTLEMENT AUDITING FOR COURTS:

GCG's Vice President & General Manager of our Canadian Operations has served as a court-appointed monitor on Canada's largest class action case to date, leading to the creation of precedential law in Canada. In this role he has:

- Conducted several court ordered and supervised settlement integrity investigations into circumstances adversely affecting thousands of claimants
- Provided pre-settlement certification stage independent auditing services to assure courts that cases are administered fairly and in accordance with both settlement terms and court directives

INTAKE & FULFILLMENT:

In addition to a full-service intake center in our Waterloo, Ontario, location, GCG maintains a 60,000 square foot Mail and Processing Center and a full-service "24/7" Contact Center in Dublin, Ohio, to provide comprehensive BPO services.

- Processing workflows ensure immediate control, storage, and routing of all documents and shipments
- Scanning and queuing of incoming mail enables internal and external parties to view activity and correspondence
- Large-scale, customized fulfilment services, including sorting, insert printing, packing, and shipment tracking
- Incoming mail and outgoing fulfilment packages are processed and tracked via workflow measurement methods for accurate reporting



EXPERIENCE
Evolved.

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