



September 16, 2016

Texas agency recognizes Gila employees for their role in recovering state funds lost to fraud

Austin, Texas, Sept. 16, 2016— The Texas Public Safety Commission and Texas Department of Public Safety Director Steven McCraw recently presented Director's Awards to two employees of Gila for their exemplary actions and service.

The employees, Vickie Fowler and Roxanna Ortiz, each received a Director's Award for their part in a fraud investigation. Gila, commonly known as Municipal Services Bureau, is the contracted vendor for the state's Driver Responsibility Program. Ortiz and Fowler alerted DPS to possible fraud after identifying potentially ineligible applications. The subsequent state agency investigation determined that the state had lost approximately \$50,000 in legitimate fees, leading to a fraud conviction.

Gila, a Navient company, provides receivables management services and account processing solutions for state governments, court systems and municipalities. The Austin, Texas-based asset recovery and business process outsourcing firm serves clients in 39 states.

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Photo: MSB employee Roxanna Ortiz accepts the Director's Award from the Texas Department of Public Safety Director Steven McCraw. Vickie Fowler (not pictured) was also recognized by the state agency.

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