



Communities Integrated Through Intelligent Systems Electronically Networked

Partnered with Heartland Payment Systems

### What is citiSen™?

citiSen™ is simply the easiest, safest, least expensive way to serve your customers' online needs. From bill payment, to account inquiry and history reports, to account maintenance and service requests, citiSen™ brings your office to your customers, online, in real time.

What does it cost you? As an LGC customer, nothing. The money required to develop, maintain, support, and host the citiSen™ comes from a small portion of the payment fees charged when your customers pay online.



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## What citiSen™ can do

### For your customers:

- ◆ All information is live and up to date. No more waiting for files to load or having customers double pay because their records weren't updated yet.
- ◆ Partnered with Heartland Payment Systems, one of the nation's largest payment processors
- ◆ Thoroughly PCI compliant (industry standard security)
- ◆ citiSen™ never stores credit card information on your system – all transactions are handled using a tokenization system to provide the most secure transaction
- ◆ Designed for the best user experience, regardless of how your customer uses the internet – either by smartphone or computer
- ◆ Can pay with a debit card or credit card or with an e-check
- ◆ Can pay with a one-time transaction or setup a citiSen account to make future access faster and easier

### For you:

- ◆ Reduces foot traffic in your office and inquiry phone calls
- ◆ No cost to you
- ◆ Funds are transferred to your account nightly
- ◆ Direct access to your merchant account with Heartland Payment Systems
- ◆ Can link to your existing website or social media accounts, or can be accessed standalone
- ◆ Written using the latest technologies and tools
- ◆ Hosted on secure Microsoft Azure cloud servers
- ◆ Created, supported, and maintained by Local Government Corporation's legendary staff

# BENEFITS

