May 2, 2019

MAXIMUS Canada Project Receives Service to the Citizen Award

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that MAXIMUS Canada has been awarded a 2019 Service to the Citizen™ award in the international government category for their operations at their Service British Columbia (Service BC) project.

The Service to the Citizen awards recognize public servants and their industry partners who demonstrate excellence in their delivery of services to the public. The award winners will be recognized at a luncheon today, May 2, at the Willard InterContinental Hotel in Washington, D.C. The presentation of the awards is timed to coincide with the celebration of Public Service Recognition Week.

MAXIMUS Canada received the award for providing exceptional citizen service in support of the Service BC Contact Centre, which is the first point of contact for hundreds of government programs, including sensitive health and social programs. The Service BC Contact Centre leverages channels such as phone, SMS text, webchat and email, and has improved outcomes for citizens by increasing the accessibility of government programs. The Centre provides timely, effective, and empathetic service, yielding high citizen satisfaction and employee engagement rates, and an agent quality rating of 99 percent.

"Providing excellence in the delivery of citizen services is at the heart of our mission. We pride ourselves in providing an experience that positively impacts those we serve," said Bruce Caswell, President and Chief Executive Officer of MAXIMUS. "This award reflects MAXIMUS Canada's exemplary dedication to serving the public in partnership with our British Columbia customer."

According to Martha Dorris, Founder and CEO of DCI and the Service to the Citizen Awards program, "MAXIMUS Canada illustrates the dedication and commitment in providing a 21st century experience for citizens through innovation and transformative government services."

"Our partnership with MAXIMUS Canada has helped us deliver a high quality, modern, citizen-centered experience through multiple channels including our Service BC Contact Centre and Service BC offices across the province," said Jinny Sims, British Columbia's Minister of Citizens' Services. "We handle over half a million inquiries annually and have received a near 90 percent citizen satisfaction rating, demonstrating our joint commitment to continuous improvement in service of both people and businesses."

"We are honored to be recognized alongside such distinguished leaders in the U.S. government," said Rajeev Purewal, MAXIMUS Director of Service BC. "Our work with Service BC has yielded great results for both our government client and the public served by their program."

Previous winners of the awards include Sonny Perdue, U.S. Secretary of Agriculture, for

Government Executive of the Year and MAXIMUS Federal's Lisa Veith, who was named Industry Executive of the Year in 2018.

About MAXIMUS

Since 1975, MAXIMUS has operated under its founding mission of *Helping Government Serve the People*®, enabling citizens around the globe to successfully engage with their governments at all levels and across a variety of programs. MAXIMUS delivers innovative business process management and technology solutions that contribute to improved outcomes for citizens and higher levels of productivity, accuracy, accountability and efficiency of government-sponsored programs. With more than 30,000 employees worldwide, MAXIMUS is a proud partner to government agencies in the United States, Australia, Canada, Saudi Arabia, Singapore and the United Kingdom. For more information, visit maximus.com.

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Source: MAXIMUS