QUALFON

Call Center Services and Back-Office Processing

The People-Driven VALUE CHAIN

Our agents stay two times longer, providing you a higher quality service at a lower price

> "The value of Qualfon can't be matched. They are low on price and top in performance. Other providers tell me that I can't get award-winning performance at my asking price. I tell them I already get it with Qualfon."

-SVP of Customer Service at one of the largest wireless companies

Be the **best BPO.**
Make people's *lives better.*

Who is **Qualfon?**

Qualfon Overview

Qualfon is a people-driven business process outsourcing (BPO) company and a global provider of call center services and back-office processing.

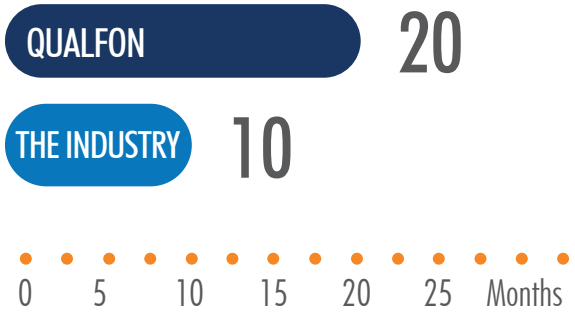
What Makes Us Different?

Qualfon's agent retention is twice the industry average, which provides you a higher quality service at a lower price.

How We Get a Highly Tenured Workforce

The secret to our highly tenured and engaged workforce is simple. We focus on what matters to our people, and that is their work life, plus their family, friends, community, spirituality, and health. We invest in our people and, in return, they take better care of your customers.

Average Agent Tenure



Our **Solutions**

Increase **LOYALTY**

QCare

- Customer Welcoming
- Technical Support
- Customer Service
- Executive Escalations

Maximize **REVENUE**

QSales

- Online Conversion as a Service
- Acquisitions
- Sales Capture and Activations
- Sales@Service
- Up-Sell and Cross-Sell
- Retain, Repeat, Renew

Boost Back-Office **EFFICIENCY**

QProcessing

- Application Processing and Account Management
- Document Imaging and Data Capture
- Data Entry, Keying, Indexing and Storage
- Claims Processing and Management
- Quality Control, Content Review, Audits and Analytics

Real Stories of Qualfon *Success*

- Wireless company won coveted customer service awards with highly tenured agents serving their customers
- Specialty insurance provider reduced the number of calls per claim by 25-30%
- Customer acquisition company converted 20-30% of Latin American calls into sales
- eCommerce company launched a customer service center in four weeks—just in time for the holiday season
- Mortgage services provider reduced error rates from 15% to 5%, saving millions of dollars annually

Every Communication Channel

Qualfon provides services across all communication channels:

- Voice
- Email
- Online Chat
- Social Media
- Interactive Voice Response (IVR)

Intelligent Outsourcing Locations

United States

- **Fort Collins, Colorado:** Customer experience excellence in one of Money Magazine's Best Places to live in the U.S.
- **Spokane Valley Corridor, WA and ID:** Multiple contact centers provide sales and service excellence
- **Harlingen, Texas:** Bilingual services from an onshore location

Mexico

- **Mexico City:** An established BPO location offering near-shore, multi-lingual hubs

Guyana

- **Georgetown:** Our native-English offering in Latin America with pricing competitive with India and the Philippines

Philippines

- **Dumaguete:** With over 3,000 employees in this university town, Qualfon is one of the largest BPO operations in the provincial Philippines
- **Cebu:** In the 2nd-largest city in the Philippines, Qualfon is the 2nd-largest BPO
- **Manila:** A neighborhood location in the "university belt" where students live and learn

China

- **Harbin & Xian:** low-cost-labor market solution centers with a highly educated workforce

Qualfon Overview

Qualfon at a Glance

Founded: 1996
Employees: ~11,000
Revenue: ~$175M
Solid EBIT
38% CAGR
Privately held

Certifications/Audits

- ✓ PCI Level I
- ✓ SSAE16
- ✓ ISO27001

Why You Can **Trust** Qualfon

Since 1996, Qualfon has been serving billion-dollar brands and their customers

Qualfon is a financially stable $175M company with significant cash reserves for growth

76% of employees recommend Qualfon to friends and family

With dual-MPLS technology, every Qualfon site is designed for reliability, redundancy, and resiliency

Learn more at www.Qualfon.com or contact us today at 1-877-261-0804.