alorica

FACT SHEET

Banking and Financial Services

Digital-first, people-focused CX that evolves with you and your customers



We are the industry leader in designing and deploying digitally engineered, tech-enabled CX at scale for the world's most reputable BFSI brands. As your full-service CX partner, we bring proven performance, deep expertise, and the right technology to every interaction—empowering you to scale smarter, pivot faster, and grow stronger.

Proven Experience In:

Customer Acquisition and Care
Comprehensive support across the customer journey—from acquisition and activation to early engagement and ongoing service. We manage checking, savings, credit cards, and wealth products, while also supporting loyalty and rewards to enhance satisfaction and retention.

First-Party Collections
Balance compassionate customer care with effective solutions for Default Prevention, Deceased and Probate accounts, Low-Income Hardship cases, and more.

Loan Servicing
Access multiple servicing solutions with a full, end-to-end loan servicer for originators and purchasers of consumer assets.

Fraud Prevention
Minimize losses, prevent chargebacks and protect customer identities with cost-effective fraud investigation, and prevention services.

Back-Office Processing
Services include managing email notifications and document requests, setting up and tracking customer cases, verification of personal information, disputes investigation and resolution.

Agent Assist
Proactively deliver contextualized next best actions in-app with our digital, conversational guide for consistently great digital CX.

Offerings That Solve Real Problems

alorica iQ

Advisory
Customer Journey Mapping, Demand Optimization, AI/Automation Readiness, CX Technology Roadmaps

Analytics
CX Insights, Customer Survey Analytics, Hybrid Automated QA, Managed Service

CCaaS
Implementation, Managed Services

Automation and AI Services
Digital Translation, Conversational AI, Agent Assist, Managed Services

Delivery Model

Global Delivery
Access to cost-effective, experienced talent through our tech-enabled language solutions and large-scale global footprint

Alorica Way
Our end-to-end operating model that consistently delivers unforgettable CX
Recruiting | Onboarding & Training
Employee Experience | Operational Excellence | Security & Compliance

Technology Portfolio
Our expansive partner ecosystem ensures our clients have early access to digital innovation ahead of the competition

Omnichannel Support

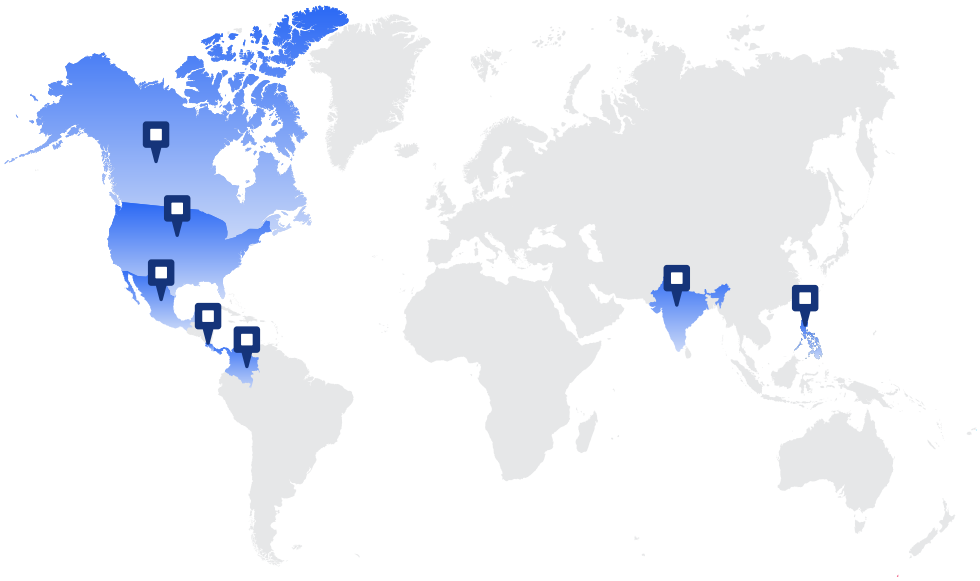
- **Voice**
- **Chat**
- **Social Media**
- **SMS/Messaging**
- **Email**

Services Portfolio

- **Operations as a Service**
- **Customer Experience**
- **Financial Business Services**
- **Digital Trust & Safety**

We're Always Right Where You Need Us

As your agile partner, we deliver flexible and scalable solutions through top-ranked teams, a tech-powered operating model, and our global footprint.



Protect Your Data, Your Customers, and Your Reputation

Built on a foundation of security and compliance, we have extensive experience in financially-focused regulatory environments.

Your trust is our currency—but trust doesn't happen by chance. It's the result of deliberate design, disciplined execution, and a compliance culture that consistently puts security first, **from the frontlines to the boardroom**

We are compliant with the **most recognized industry standards and regulations** such as: PCI, DSS 4.0, SSAE 18 Type II, SOX, FDCPA, CMS, HITECH, FCRA, FACTA, TCPA—and more

#1 in BPOs for BitSight Score*
*as of 9/22/26

Current FTEs **12,000+** Globally
50+ Financial Services Clients

UNITED STATES (including WAH)	4,500+
MEXICO	1,620+
CANADA	1,450+
PANAMA	150+
INDIA	800+
PHILIPPINES	3,400+
COLOMBIA	150+

Strength in Financial Services

~96%	Average retention rate for financial clients
75%	Average financial service eNPS
10+	Years client tenure
100+	Combined years of BFSI leadership tenure

What Our Long-Term BFSI Clients Are Saying

Of all the BPOs I've worked with in the past, Alorica has been the most positive experience. They have a sense of urgency and the capability to be flexible and agile.

Launching our business with Alorica was an exceptionally smooth process. The team was highly efficient and supportive, making the entire setup seamless.

The quality speaks for itself. Our CSAT with Alorica is great, and that's rooted in the quality of talent that's hired.

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