alorica

*FACT SHEET*

# Empowering Fintechs

**with Scalable, Digitally-Infused CX Solutions**



## A CX Powerhouse Built for Disruptors

Fintechs are reshaping the financial services landscape—fast, fearless, and focused on the future. At Alorica, we speak your language. For over 25 years, we've been known as an industry disruptor ourselves, delivering next-gen technology and managed service expertise with a digital-first, but human-focused approach.

We don't just support innovation—we embody it. That's why Fintechs worldwide trust us to scale their vision, accelerate growth, and deliver unforgettable service at every touchpoint.

## Meeting the Moment in Modern Finance

As demand surges for frictionless access to banking, investing, insurance, and embedded finance, customer expectations are evolving, across generations, geographies, and channels.

We create meaningful experiences for every customer, no matter where they are or how they choose to connect. By bringing together the brightest, most innovative minds—people who challenge the status quo and are dedicated to making lives better in every interaction—we build solutions that fuel your success now and into the future.

## Offerings That Solve Real Problems

### Customer Lifecycle Support

**Acquisition & Care**
Comprehensive support across the customer journey. Drive user growth and retention with omnichannel onboarding, activation, and personalized support

**Account Management & Resolution**
Deliver frictionless support for account updates, transaction disputes, and proactive issue resolution—balancing compliance with customer satisfaction

**Fraud Detection & Risk Mitigation**
Safeguard your platform and users with real-time fraud monitoring, identity verification, and chargeback prevention—powered by AI and human intelligence

**Loan Servicing for Digital Lenders**
Comprehensive servicing for personal, BNPL, and microloans—from origination to resolution —purpose-built for Fintech lenders and embedded finance providers

### Omnichannel Support

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

### Services Portfolio

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

### alorica iQ

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

**Analytics**
CX Insights, Customer Survey Analytics, Hybrid Automated QA, Managed Services

**CCaaS**
Implementation, Managed Services

**Automation & AI Services**
Digital Translation, Conversational AI, Agent Assist, Managed Services

### Delivery Model

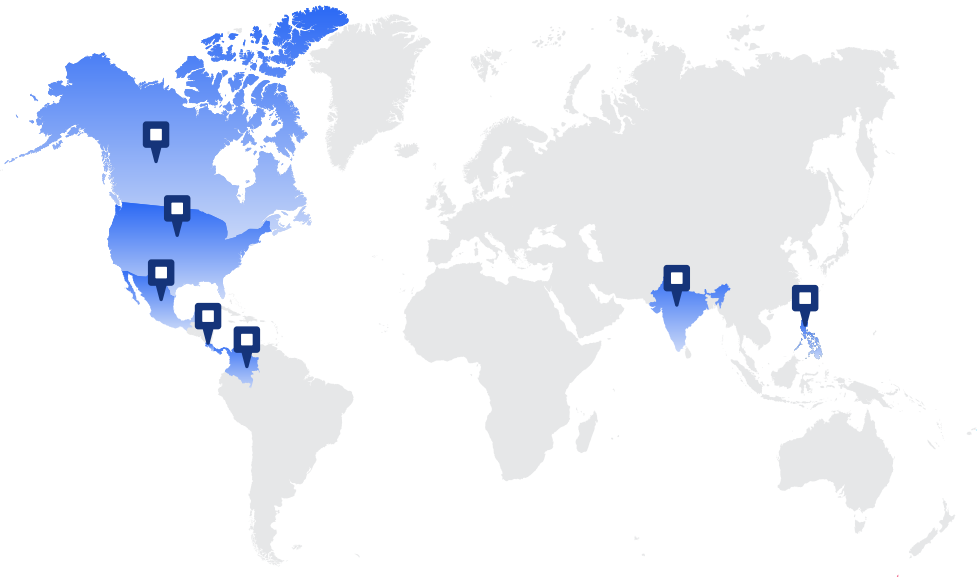
**Global Delivery**
Access to cost-effective, experienced talent through our tech-enabled language solutions and large-scale global footprint

**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

## Scaling Fintech, Globally

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.

**Accountability at the highest level**
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

**#1 Ranked**
BPO for BitSight cybersecurity rating (as of September 2026)

**Certified Compliance**
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

**Proactive Threat Detection**
Our dedicated threat intelligence team operates 24/7 to detect, investigate, report, and remediate insider threats to Alorica and our clients

## 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 |

## Trusted by Trailblazers

*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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