



iQor Inc.

Fact Sheet

- iQor, Inc. is a premier provider of call center services specializing in collections, account receivable management and customer retention services. iQor is the 3rd largest debt collection company in the world and is ranked in the top 20 of all call center services in the world.
- The company is a business process outsourcing (BPO) arm to many telecommunication and financial services companies, government organizations and other Fortune 1000 companies. With more than \$330 million in revenues and annual growth projections in the high teens, the company is backed by Guggenheim Partners with management holding a significant equity stake.
- Vikas Kapoor is the president and chief executive officer of iQor. He joined iQor's leadership in 2004 with a mandate to turn around the company after it acquired 14 companies during an industry-wide consolidation period. Rather than shrink from global competition in the highly competitive call center space, Mr. Kapoor took steps to ensure that the mid-sized iQor is able to compete in the global market, including:
 - Establishing a global network of centers of excellence including North America, Europe, India and the Philippines
 - Huge investments in state-of-the-art technology to be more responsive to our clients, eliminate compliance issues and generate new efficiencies;
 - Increasing wages and benefits for call center workers to improve retention including incentive-based programs and FlexTime scheduling for call center employees (increasing both productivity and quality of work);
 - Successfully restructured the financing of the company to create a balance sheet and cash flow that allows for growth and acquisition.
- As a result of these improvements, iQor has turned in an impressive twelve consecutive quarters of organic revenue and margin growth.
- Headquartered in New York City, iQor has more than 8,000 employees worldwide in North America, Europe, India and Asia. More information can be found at www.iQor.com.

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