



iQor Inc. Fact Sheet

- iQor, a global technology and services company, provides business process outsourcing to some of the best-known companies in the world from 31 Centers of Excellence in seven countries and four continents.
- Private equity-funded iQor has created American jobs throughout the economic downturn, nearly tripling its workforce since 2004.
- iQor's 14,000 employees work with award-winning state-of-the-art technology that affords maximum flexibility to iQor customers to tap the best skills of a global workforce.
- The company is a business process outsourcing arm to many telecommunication and financial services companies, government organizations and other Fortune 1000 companies. With nearly \$500 million in revenues and annual growth projections in the high teens, iQor is backed by a private equity consortium led by Huntsman Gay Global Capital 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
 - Making huge investments in state-of-the-art technology to be more responsive to 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 restructuring the financing of the company to create a balance sheet and cash flow that allows for growth and acquisition.
- Headquartered in New York City, iQor has 14,000 employees worldwide in North America, Europe, India and Asia. More information can be found at www.iQor.com.