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Empereon-Constar And HQC LLC Announce Joint Venture

Phoenix, Arizona (August 15, 2017) – Empereon-Constar, a leading provider of end-to-end customer engagement and customer management solutions, and HQC LLC, the exclusive provider of a robust multi-communication channel monitoring platform, today announced their new joint venture – HQC International.

The joint venture establishes a strategic collaboration between Empereon-Constar and HQC LLC and leverages the expertise and global resources of both companies. Empereon-Constar is majority owner of the new company, which launches operations this month.

“We are pleased to welcome HQC International to the Empereon-Constar portfolio of companies,” said Travis Bowley, Empereon-Constar CEO. “HQC International’s services are complementary to our current suite of services and strategically build on our existing strengths, further expanding our global platform.”

HQC International offers real-time reporting, trending analytics for Voice, SMS, Chat and Email in an environment that clients directly control. The well-defined, expert process monitors a client’s internal teams and their external vendor networks, providing key result information to clients. HQC International’s unique cloud-based technology solution also offers unlimited scalability and reduces the need for internal quality/monitoring resources.

Yvonne Torrijos, Empereon-Constar CMO commented, “We value the longstanding success of HQC. We have developed a deep respect for the talented team who will be working with us and who share our dedication to serving customers by providing high-quality services.”

“We are very proud of the services we provide our clients,” stated Andrew Rae, President of HQC. “The formation of HQC International offers our clients extended services and represents a significant opportunity to enhance the growth of both of our businesses.”

About Empereon-Constar

Empereon-Constar is a leading business process outsourcing company providing end-to-end customer engagement and customer management solutions for New Sales Account Generation, Customer Care, Risk and Fraud Operations, Collections Operations, QA Agent Call Monitoring, Back Office Administration Support, and Tech Support across the entire customer account



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lifecycle. Our customized solutions, real-time analytics, and global footprint help our clients achieve their business goals.

Empereon-Constar's full range of consumer and commercial services includes: lead generation, inbound / outbound sales, account origination, customer care, customer service, technical support, first party collections, recovery collections, credit bureau dispute management, fraud risk management, anti-money laundering, loan servicing and loan processing. Our world-class services and unique global strategy allows us to meet the needs of our client partners across multichannel (email, chat, phone) communication platforms, provide exceptional customer experiences, and consistently deliver world-class performance results, while maintaining the highest level of data security and compliance.

Empereon-Constar portfolio of companies: Empereon Marketing, LLC, Constar Financial Services, LLC, Empereon International, Constar International, and HQC International.

About HQC International

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