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Empereon-Constar Announces 1,000 Seat Contact Center Expansion in Baja

Leveraging client growth opportunities through expansion, Empereon-Constar's world-class Baja contact center provides Customer Care, Retention, Redeem and Repossess, Impounds, Active Collections, Back Office Admin Support, and Bilingual Chat services

Phoenix, Arizona (November 30, 2017) – Empereon-Constar, a leading provider of end-to-end customer engagement and customer management solutions, today announced a major expansion of the company's nearshore contact center in Tijuana, Baja, Mexico. The 84,000-square foot center provides ample opportunity for buildout upon client request, positioning both Empereon International and Constar International for the future growth of nearshore bicultural and bilingual services.

"Over the past several years, Empereon-Constar has experienced tremendous growth," said Travis Bowley, CEO of Empereon-Constar. "This expansion complements our existing capabilities and supports client requests for a convenient, culturally compatible nearshore option."

Located 15 minutes from the San Diego International airport in a secure industrial park, the contemporary facility has a 1,000-seat capacity staffed by a cost effective, experienced labor pool of fully bilingual, bi-cultural and highly skilled agents. The facility features a robust IT infrastructure (fiber optic bandwidth with direct connection into San Diego) and is SSAE 18 quarterly audit approved, ISO/IEC 20000 certified, and PCI compliant.

"Empereon-Constar is positioning itself for future success," said Yvonne Torrijos, Chief Marketing Officer of Empereon-Marketing. "We look forward to better serving our clients with the increased capabilities the expansion of our Baja facility brings."

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 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. For more information, please visit us online at www.empereon-constar.com or www.linkedin.com/company/22345663.

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

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