



ALORICA FINANCIAL SOLUTIONS IGNITES WITH APPOINTMENT OF NEW PRESIDENT
Financial Care Industry Veteran Jay King to Drive Global Growth and Expansion

IRVINE, Calif.— Alorica, a leading global platform generating 600million customer interactions annually, today announced the appointment of Jay King as president of Alorica Financial Solutions, the company’s full-service credit risk and revenue recovery business. Going beyond receivables management, Alorica Financial Solutions delivers a full suite of customized financial care services ranging from first-party collections to automated credit risk control solutions that enable the world’s most valuable brands to boost revenue, reduce costs and enhance customer relationships.

As president of Alorica Financial Solutions, King will lead global strategies that drive client satisfaction, revenue growth and the expansion of Alorica’s financial care, risk control, and receivables management products. The appointment of King supports Alorica’s accelerated expansion in the financial solutions marketplace in response to increased client demand.

“Jay is a world-class financial solutions leader with deep revenue recovery, customer care and market-leading product development expertise,” said Chris Crowley, executive vice president & chief commercial officer at Alorica. “His successful track record of driving client satisfaction, revenue growth and global expansion strengthens our position as we grow our financial solutions offerings with existing and new clients. We’re pleased to welcome Jay to our leadership team.”

Over the last three years, Alorica has grown its financial solutions business organically and through acquisitions. During this time, Alorica has strategically invested in attracting top talent, expanded its global delivery system, and integrated its advanced data analytics and CX intelligence capabilities to deliver best-in-class financial solutions. As a result, Alorica today is poised to deliver seamless credit and collection support services globally from operational locations in the United States, Latin America, Asia-Pacific and Europe.

“I’m very excited to join Alorica at this point in the company’s growth cycle to lead our financial solutions group,” said King. “We have an experienced leadership team who clearly understand this ever-changing industry and the importance of customer satisfaction. Alorica Financial Solutions is at the forefront of delivering a unique combination of scale and customized financial support services, and I couldn’t be more pleased to join this world-class team.”

A seasoned and well-respected industry leader, King has served in a variety of leadership roles throughout his career, most recently as president of North America operations for Expert Global Solutions (EGS). Prior to that, King served as senior vice president of outsource operations for NCO Financial Systems, and he co-founded Total Outsource Systems, which specialized in credit and collections support services such as: credit extension, fraud prevention, first-party collections and customer engagement solutions. For more information, please link to [Jay King’s Alorica profile here](#).

About Alorica

At Alorica, we only do one thing -- we make lives better. How? As the world’s leading platform for all customer interactions, we create *insanely great* experience for customers fueled by innovative technology, advanced data analytics, and CX intelligence. Utilizing insights from more than 600 million consumer interactions curated annually, Alorica is a systems integrator of

choice to 25 of the Fortune 50 healthcare companies, six of the 10 largest financial institutions, four of the five largest telecommunications companies, and five of the largest retail companies. We call the OC home, headquartered in Irvine, Calif., with more than 100,000 employees in approximately 150 locations across 17 countries and 11 time zones around the globe. Alorica Financial Solutions is powered and performed by Alorica subsidiaries.

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