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Subject: NCO Financial Systems Inc. expanding operations in Charleston County

NCO Financial Systems Inc. expanding operations in Charleston County

Company expects to create 75 new jobs

COLUMBIA, S.C. – NCO Financial Systems Inc., a leading global provider of best-in-class business process outsourcing (BPO) solutions, today announced that it will expand its current operations in Charleston County due to new business development. In conjunction with the expansion, the company will be seeking to fill 75 new positions.

“It’s exciting to have the opportunity to expand our call center facility in Charleston County. South Carolina has provided us with an excellent environment in which to do business, and provided us with exceptional workforce talent. We look forward to growing here, and we appreciate all the support we’ve received from state and local officials,” said Jay King, Co-Head ARM Operations, of NCO Financial Systems.

NCO Financial Systems will expand its call center operation, located at 4275 Bridge View Drive, in North Charleston. The center handles accounts receivable services for utilities and telecom revenue clients and currently employs more than 600 people. The expansion is scheduled to be completed in January 2013. The new positions are primarily for call center representatives.

“When existing businesses in South Carolina choose to expand, it’s a good indication our economic development efforts are on the right track. We celebrate NCO Financial Systems’ decision to grow in North Charleston and create 75 new jobs,” said Gov. Nikki Haley.

NCO operates a global network of more than 100 operations centers running on a centralized data platform with the flexibility to respond to the changing marketplace, and to tailor operations to meet client specifications. NCO’s services include accounts receivable management, revenue cycle management and order-to-cash BPO services. NCO provides services across multiple vertical markets through a combination of voice, chat, email, voice automation, back-office, social media and self-help portals.

“NCO Financial Systems is a world-class company and this expansion in Charleston County is great news. Every one of these jobs will have impact in North Charleston. Announcements like this one show companies continue to see the Palmetto State as the right place to do business,” said Secretary of Commerce Bobby Hitt.

“Our congratulations go out to NCO Financial Services on their wonderful expansion,” said Charleston County Council Chairman Teddie Pryor. “NCO Financial Services for many years has provided high-quality customer care employment to our citizens, and many a new career has been launched within their doors. Their standards of excellence and dedication to their employees have become their hallmark over the years, and we at Charleston County are pleased to be their long-term partner in success.”

“We are grateful for NCO Financial Services expanding its employment base, providing additional job opportunities for the citizens of North Charleston and the Greater Charleston Region,” said North Charleston Mayor Keith Summey. “We proudly recognize NCO Financial Services as being a key component in North Charleston’s diverse, ever-growing business community.”

The company will begin hiring for the new positions immediately. NCO is an equal opportunity employer. For more information, visit NCO's website, www.ncogroup.com, or contact the center’s recruitment line at 843-529-4701.

About EGS

Expert Global Solutions Inc. (EGS) is the holding company for APAC Customer Services Inc. and NCO

Financial Systems Inc. EGS is a fully scaled and global partner serving all aspects of the CRM and ARM customer lifecycle, offering clients the unique complement of scale and a customized service delivery platform. EGS is an equal opportunity employer. For more information, visit EGS's website: www.egscorp.com.

About NCO

NCO is a leading global provider of business process outsourcing services, including accounts receivable management, revenue cycle management and order to cash BPO services. NCO provides services across multiple vertical markets through a combination of voice, chat, email, voice automation, back-office, social media and self-help portals. NCO provides services through over 120 offices throughout North America, Latin America, Asia, Europe and Australia. NCO is an equal opportunity employer. For more information, visit NCO's website at www.ncogroup.com.

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