Banking and Financial Services

Designing and deploying digital-first customer experiences that drive efficiency and satisfaction

Alorica is the industry leader in designing and deploying digitally engineered, tech-enabled CX at scale for the world's most reputable BFSI brands. Our team of agents, technologists, and engineers infuse innovation into every step, empowering clients globally to realize bold ambitions and drive transformative growth.

BFSI Capabilities

Customer Acquisition and Care
Comprehensive support across the customer journey—from acquisition and activation to early engagement and ongoing service. We manage checking, savings, credit cards, and wealth products, while also supporting loyalty and rewards to enhance satisfaction and retention.

Account Resolution
Balance customer care with Default Prevention, Deceased and Probate, Low Income Hardship services and more.

Loan Servicing
Access multiple servicing solutions with a full, end-to-end loan servicer for originators and purchasers of consumer assets.

Fraud Prevention
Minimize losses, prevent chargebacks and protect customer identities with cost-effective fraud investigation, and prevention services.

Back-Office Processing
Services include managing email notifications and document requests, setting up and tracking customer cases, verification of personal information, disputes investigation and resolution.

Agent Assist
Proactively deliver contextualized next best actions in-app with our digital, conversational guide for consistently great digital CX.

Our Comprehensive Offerings

alorica iQ	**Alorica Advisory Services** Journey Mapping, Demand Insights, Business Process Redesign, Experience Engineering, Process Discovery	**Alorica Analytics** Speech/Text, Survey Analytics, Just-in-Time Agent Assist, Automated Insights, Data Science Solutions	**Digital Platforms** CCaaS, Intelligent Process Automation, Agent Assist, Virtual Agent (AVA), Payment Services	**AIQ Innovation Lab** Conversational AI, Vision IQ, Immersive Wellness Center, Immersive Learning (Virtual Lab)
Delivery Model	**Global Delivery** Access to cost-effective, experienced talent through our tech-enabled language portfolio and large-scale global footprint	**Alorica Way** Our end-to-end operating model that consistently delivers optimal CX Recruiting | Onboarding & Training | Employee Experience | Operational Excellence | Security & Compliance		**Technology Portfolio** Our expansive partner ecosystem ensures our clients have access to the technology they need now and into the future
Omnichannel Support	• **Voice** • **Chat** • **Social Media**	• **SMS/Messaging** • **Email**		
Services Portfolio	• **Professional & Managed Services** • **Customer Experience**	• **Financial Business Services** • **Trust & Safety**		

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Global Financial Services Provider

Flexible and scalable delivery models supporting our BFSI partners
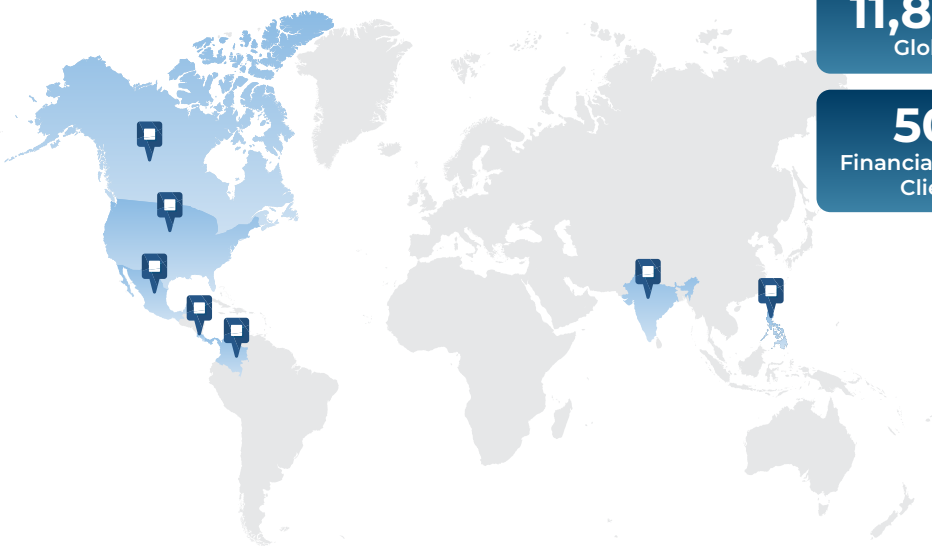
Current FTEs
11,800+
Globally

50+
Financial Services Clients

Country	Value
UNITED STATES (including WAH)	4,500+
MEXICO	1,620+
CANADA	1,450+
PANAMA	150+
INDIA	800+
PHILIPPINES	3,400+
COLOMBIA	150+

Protect your customers, your data and your reputation

Alorica has extensive experience in financially-focused regulatory environments, built on a foundation of compliance and security.

Our **Chief Compliance Officer**—along with a seasoned team of security and compliance experts— works to safeguard your customers and your assets

Alorica's Compliance department is **one of the largest in the industry**, and manages all compliance-related issues for Alorica and its contact centers

We are **compliant with requirements** such as: PCI DSS 2.0, SSAE 16 Type II, SOX, FDCPA, CMS, URAC, HIPAA-HITECH, GLBA, FCRA, FACTA, TCPA—and more!

#1 in BPOs for BitSight Score*
*as of 3/26/25

Strength in Financial Services

~96% — Average retention rate for financial clients

75% — Average financial service eNPS

12+ — Years client tenure

NEARLY 100 — Combined years of BFSI leadership tenure

What our long-term BFSI clients have to say

Of all the BPOs I've worked with in the past, Alorica has been the most positive experience. They have a sense of urgency and the capability to be flexible and agile.

Launching our business with Alorica was an exceptionally smooth process. The team was highly efficient and supportive, making the entire setup seamless.

The quality speaks for itself. Our CSAT with Alorica is great, and that's rooted in the quality of talent that's hired.

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