



FACT SHEET

Empowering Fintechs

with Scalable, Digitally-Infused CX Solutions



A CX Powerhouse Built for Disruptors

Fintechs are reshaping the financial services landscape—fast, fearless, and focused on the future. At Alorica, we speak your language. For over 25 years, we've been known as an industry disruptor ourselves, delivering next-gen technology and managed service expertise with a digital-first, but human-focused approach.

We don't just support innovation—we embody it. That's why Fintechs worldwide trust us to scale their vision, accelerate growth, and deliver unforgettable service at every touchpoint.

Meeting the Moment in Modern Finance

As demand surges for frictionless access to banking, investing, insurance, and embedded finance, customer expectations are evolving, across generations, geographies, and channels.

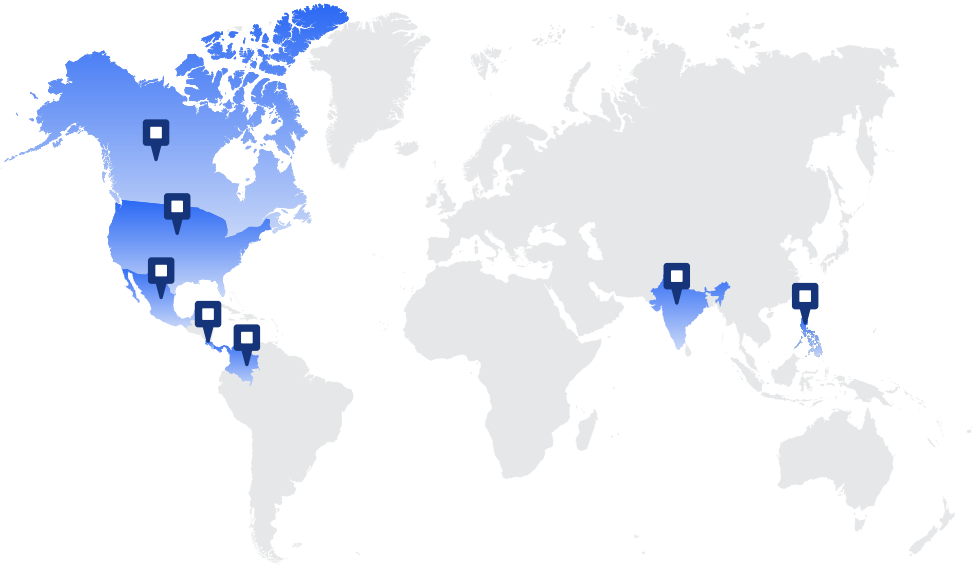
We create meaningful experiences for every customer, no matter where they are or how they choose to connect. By bringing together the brightest, most innovative minds—people who challenge the status quo and are dedicated to making lives better in every interaction—we build solutions that fuel your success now and into the future.

Offerings That Solve Real Problems

Customer Lifecycle Support	Acquisition & Care Comprehensive support across the customer journey. Drive user growth and retention with omnichannel onboarding, activation, and personalized support	Account Management & Collections Deliver frictionless support for account updates, transaction disputes, and proactive issue resolution—balancing compliance with customer satisfaction	Fraud Detection & Risk Mitigation Safeguard your platform and users with real-time fraud monitoring, identity verification, and chargeback prevention—powered by AI and human intelligence	Loan Servicing for Digital Lenders Comprehensive servicing for personal, BNPL, and microloans—from origination to resolution — purpose-built for Fintech lenders and embedded finance providers
Omnichannel Support	• Voice • Chat • Social Media		• SMS/Messaging • Email	
Services Portfolio	• Operations as a Service • Customer Experience		• Financial Business Services • Digital Trust & Safety	
	Transformation Advisory Services Journey Mapping, Demand Insights, Business Process Redesign, Experience Engineering, Process Discovery	Conversational Intelligence Speech/Text, Survey Analytics, Just-in-Time Agent Assist, CX Insights, Data Science Solutions	Digital Platforms CCaaS, Conversational AI, Agent Assist, Voice Translation (ReVoLT), Payment Services	AIQ Innovation Lab Agentic AI, Vision IQ, Autonomous AI, Immersive Learning (Virtual Lab)
Delivery Model	Global Delivery Access to cost-effective, experienced talent through our tech-enabled language solutions and large-scale global footprint	Alorica Way Our end-to-end operating model that consistently delivers unforgettable CX Recruiting Onboarding & Training Employee Experience Operational Excellence Security & Compliance		Technology Portfolio Our expansive partner ecosystem ensures our clients have early access to digital innovation ahead of the competition

Scaling Fintech, Globally

As your agile partner, we deliver flexible and scalable solutions through top-ranked teams, a tech-powered operating model, and our global footprint.



Protect Your Data, Your Customers, and Your Reputation

Built on a foundation of security and compliance, we have extensive experience in financially-focused regulatory environments.



Accountability at the highest level

Your trust is our currency—but trust doesn't happen by chance. It's the result of deliberate design, disciplined execution, and a compliance culture that consistently puts security first, from the frontlines to the boardroom



#1 Ranked

BPO for BitSight cybersecurity rating (as of 10/2/25)



Certified Compliance

We are compliant with the most recognized industry standards and regulations such as: PCI, DSS 4.0, SSAE 18 Type II, SOX, FDICPA, CMS, HITECH, FCRA, FACTA, TCPA—and more



Proactive Threat Detection

Our dedicated threat intelligence team operates 24/7 to detect, investigate, report, and remediate insider threats to Alorica and our clients

Current FTEs **11,800+** Globally
50+ Financial Services Clients



UNITED STATES
(including WAH)

4,500+



MEXICO

1,620+



CANADA

1,450+



PANAMA

150+



INDIA

800+



PHILIPPINES

3,400+



COLOMBIA

150+

Strength in Financial Services

~96%

Average retention rate
for financial clients

75%

Average financial
service eNPS

10+

Years client tenure

100+

Combined years of BFSI
leadership tenure

Trusted by Trailblazers



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.