



FACT SHEET

Banking and Financial Services

Digital-first, people-focused CX that evolves with you and your customers



We are the industry leader in designing and deploying digitally engineered, tech-enabled CX at scale for the world's most reputable BFSI brands. As your full-service CX partner, we bring proven performance, deep expertise, and the right technology to every interaction—empowering you to scale smarter, pivot faster, and grow stronger.

Proven Experience In:



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.



First-Party Collections

Balance compassionate customer care with effective solutions for Default Prevention, Deceased and Probate accounts, Low-Income Hardship cases, 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.

Offerings That Solve Real Problems



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

Omnichannel Support

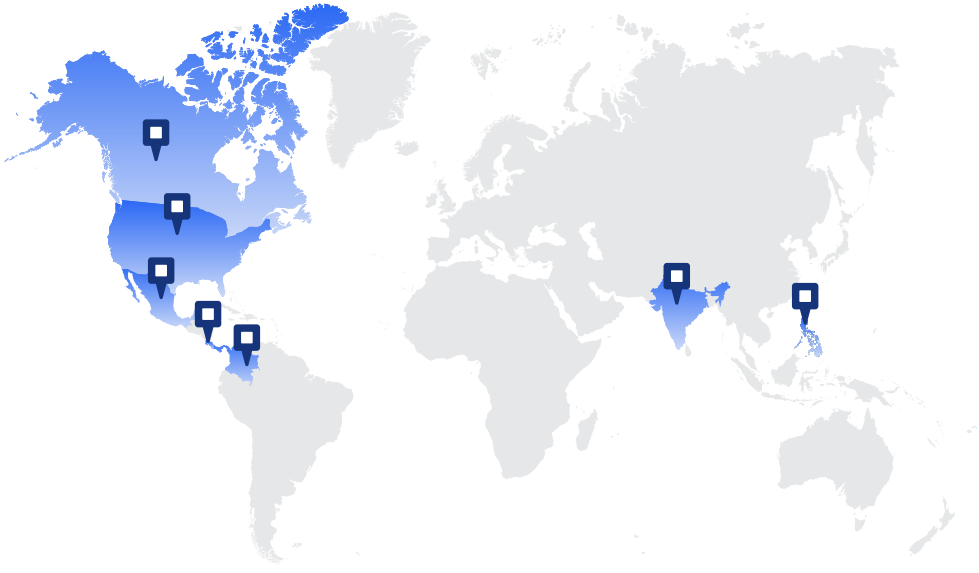
- Voice
- Chat
- Social Media
- SMS/Messaging
- Email

Services Portfolio

- Operations as a Service
- Customer Experience
- Financial Business Services
- Digital Trust & Safety

We're Always Right Where You Need Us

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.



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**



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



#1 in BPOs for BitSight Score*
*as of 10/2/25

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

What Our Long-Term BFSI Clients Are Saying



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.