

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.

Our Comprehensive Offerings

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 & Resolution 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	<ul style="list-style-type: none"> • Voice • Chat • Social Media 	<ul style="list-style-type: none"> • SMS/Messaging • Email 		
SERVICES PORTFOLIO	<ul style="list-style-type: none"> • Professional & Managed Services • Customer Experience 	<ul style="list-style-type: none"> • Financial Business Services • Trust & Safety 		
	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 <i>Recruiting Onboarding & Training</i> <i>Employee Experience Operational Excellence Security & Compliance</i>	Technology Portfolio Our expansive partner ecosystem ensures our clients have access to the technology they need now and into the future	

Scaling Fintech, Globally

Flexible and scalable delivery models supporting Fintech partners worldwide.



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+

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.

- ACCOUNTABILITY AT THE HIGHEST LEVEL**
With 50+ years of combined experience, our Chief Legal and Compliance Officers report directly to the Audit Committee of the Board of Directors—ensuring true independence and unwavering focus on regulatory integrity
- #1 RANKED**
BPO for BitSight cybersecurity rating (as of April 2025)
- CERTIFIED COMPLIANCE**
We meet the most rigorous BFSI standards: PCI, DSS 2.0, SSAE 16 Type II, SOX, FDCPA, CMS, URAC, HITECH, GLBA, 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

Strength in Fintech

- ~96%** Average retention rate for financial clients
- 75%** Average financial service eNPS
- 12+** Years average BFSI client tenure
- NEARLY 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.”