



MAKING
LIVES BETTER

WITH alorica



2025 Impact Report

DEAR FRIENDS,

For ten years, MLBA has existed for one simple reason: to ensure our people are never alone in their hardest moments.

What began as a commitment to support employees in times of crisis has grown into a global network of care—led by our people and sustained by shared responsibility.

In 2025, that commitment reached an important milestone. MLBA surpassed \$10 million raised since inception, delivered more than 15,000 grants, and expanded from 8 to all 16 countries where Alorica operates. These numbers matter not because of scale alone, but because each one represents a moment when someone needed support—and received it.



Through our growth, one thing has remained constant: care is led locally by Alorica employees who understand their communities and act with urgency and accountability. That structure ensures compassion is not symbolic—it is practical, immediate, and real.



As we look ahead, our responsibility remains clear: protect the integrity of this employee-led model and ensure that no Alorica employee nor their communities navigate crisis alone,

Bing Prima-Patino
President



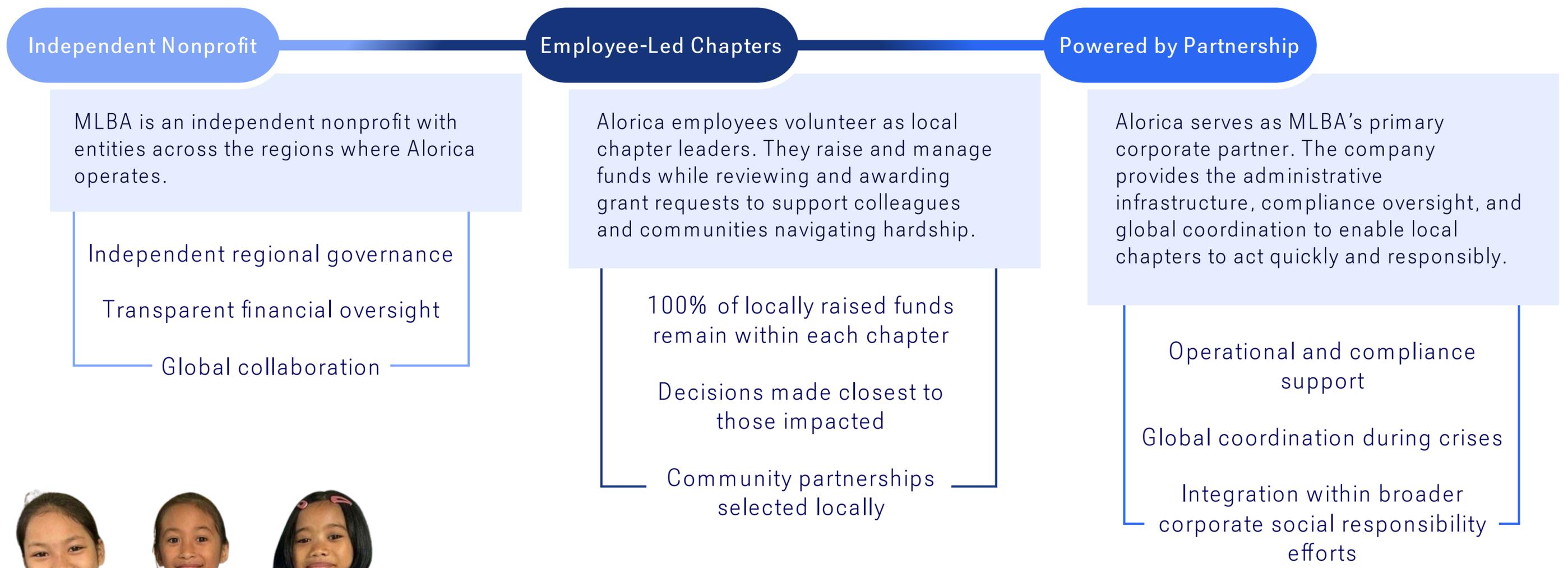
Since 2015, we've raised over
\$10,245,000
awarded more than
15,100
grants and expanded global footprint to
16 countries

Our Mission

To empower Alorica employees to support one another and their communities in times of crisis through local fundraising, grants, and volunteerism.

Our Vision

A globally connected community where employees lead sustainable, transparent and compassionate impact across every region we serve.



Making Lives Better with Alorica (MLBA) is a registered 501(c)(3) nonprofit organization in the United States and operates through branches and chapters across the globe. To learn more about MLBA and read stories of the people and communities supported through our programs, visit www.livesbetter.org



\$10,245,000

Total funds raised since inception, a milestone surpassed in 2025.



608

grants awarded

\$375,745

in total grant aid distribution

Total funds raised by MLBA chapters **\$718,639**



45%

of grants prevented the loss of **housing or utilities** due to financial hardship



15%

of funds distributed helped people cover essential (and at times, life-saving) **medical intervention** expenses

158 community and non-profit partners

24% of total grant funds awarded

15,600 hours invested in volunteer work between **3,340+** Alorica volunteers



\$52,000

in funds donated to **disaster relief aid**



44% of grant recipients **maintained stable housing** 3+ months after rent or utility assistance*



86% of grant recipients are **women***

*Based on surveyed recipients in the U.S. and Latin America

Philippines Asia Pacific



In 2025, MLBA grants were distributed through established chapters across eight countries. Several additional chapters launched late in the year and will begin full reporting in 2026.

Because MLBA chapters raise and distribute funds locally, support stays within the communities where Alorica employees live and work — making the causes we contribute to deeply personal.



grants awarded totaling

\$87,928

58% of grants helped people cover essential, and at times, life-saving **medical intervention** expenses

58 total **community** and **non-profit** partners

25,937 lives reached



Your generosity has brought hope and relief during a very difficult time for my family.



Canada & United States North America



“Our son’s hospitalization was a traumatic experience for our family, and the ongoing costs for his developmental care and assessments have created a lot of financial strain. MLBA’s support has given us the opportunity to stabilize our finances and continue meeting our son’s specialized needs.”



278 grants awarded totaling
\$255,306

16 chapters | **\$526,367** raised

81% of grant applications requested **rent assistance**

17 total community and **non-profit partners**

7,955 lives reached



Guatemala, Honduras, Mexico & Panama Latin America & the Caribbean



In 2025, MLBA grants were distributed through established chapters across eight countries. Several additional chapters launched late in the year and will begin full reporting in 2026.

						
Mexico est. 5/2017				Guatemala est. 9/2019	Panama est. 12/2018	Honduras est. 10/2023

5 chapters	\$93,207 raised
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“My mom needed urgent surgery, and we had less than two weeks to raise more than 100,000 pesos to remove a cancerous tumor before it could spread. MLBA’s support truly made a difference for my family. Without it, we likely wouldn’t have been able to raise that amount in time.”



68 grants awarded totaling
\$32,511

 **46%** of grants helped people cover essential, and at times, life-saving **medical intervention** expenses impacting the life of **1,725 individuals**

 **89** total community and **non-profit partners**

 **12,047** human lives reached and **234 abandoned dogs**



“MLBA is a lifeline when there’s nowhere else to turn.”

Bing Prima-Patino, President



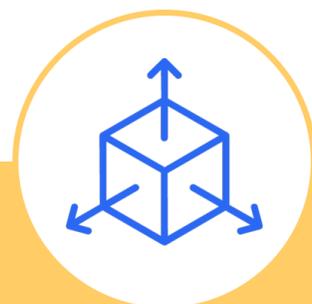
Across our global chapters, MLBA turns compassion into action. Alorica employees raise funds, volunteer their time, and partner with local organizations to support people navigating hardship and communities working toward stronger futures.

Some efforts are in response to moments of crisis. Others invest in opportunity and long-term wellbeing. Together, these actions reflect the heart of MLBA: people helping people.



Support When It's Needed Most

Emergency grants and crisis response supporting individuals and families navigating unexpected hardship.



Expanding Opportunity in Communities

Partnerships and programs that expand access to education, resources, and opportunity.



Employee-Led Giving in Action

Alorica employees coming together through volunteering, outreach, and fundraising to support their communities.



I've been donating to MLBA since I joined Alorica, believing it would help others. I never imagined I would be the one receiving that support.



A Full Circle of Support

After losing his father in April 2025, Romel, an Alorica employee in the Philippines, faced the emotional weight of grief alongside unexpected funeral expenses. With guidance from his site leaders, support arrived quickly — helping his family through an incredibly painful moment.

funeral and burial

assistance accounts for

8% of total grants awarded

Rebuilding After a Devastating Fire

A sudden house fire left a Philippines employee without a home and without the everyday essentials their family relied on. An MLBA emergency grant, along with support from colleagues who rallied around them, helped the employee secure temporary housing and begin the process of rebuilding.



WHEN THE FIRE BROKE OUT, THERE WAS NO TIME TO GRAB ANYTHING



Nearly

\$200K

distributed for disaster recovery and housing stabilization



Restoring Mobility and Independence

A Philippines Alorica employee sought assistance for her 14-year-old brother living with congenital hydrocephalus and cerebral palsy. When his wheelchair began to fail, the cost of a properly fitted replacement felt out of reach.

An MLBA grant helped provide a new wheelchair, restoring his mobility and allowing him to move more comfortably through school and daily life.



My 14-year-old brother can now study comfortably. He can move around easily at school and feel more motivated.



Cancer Support and Awareness

Cancer has touched the MLBA community in deeply personal ways. When MLBA Founder and Board Chair Joyce Lee faced a breast cancer diagnosis, the importance of awareness, early detection, and treatment support became even more meaningful.

Across regions, MLBA chapters continue to support initiatives that promote cancer awareness and provide assistance to individuals and families navigating treatment.



Kindness and compassion make a difference. My family and I are truly appreciative.



After being diagnosed with cancer in 2025, an Alorica employee in Guatemala underwent surgery followed by months of chemotherapy and radiation. The treatments kept her out of work and placed significant strain on her finances as medical expenses and household costs continued to grow.

An MLBA emergency grant helped her remain current on rent while focusing on recovery and stabilizing her family's finances.



\$58,000

of funds toward medical intervention expenses



3,360

volunteer hours supporting health initiatives

Supporting Students Through Education

MLBA chapters invest in programs that help students access the tools, environments, and encouragement needed to succeed in school and beyond.

Across the communities where Aloricans live and work, MLBA chapters partner with local organizations to expand opportunity. These partnerships support education, strengthen social and physical disadvantaged groups, and help individuals access resources that create pathways toward stability and growth.

Education Outreach Impact

 **\$9,000** school supplies donated globally

 **12,887** school children reached

School Supplies Outreach *Lipa, Philippines*

MLBA volunteers distributed school supplies to 128 students at San Carlos Elementary School. The visit also included interactive learning activities designed to make education both engaging and fun for young learners.



Digital Learning Access *Cavite, Philippines*

More than 2,000 students at The Sisters of Mary School received computer equipment and digital learning tools that help build future-ready skills and expand access to technology in the classroom.

Classroom Refresh *Davao, Philippines*

MLBA volunteers donated classroom supplies and 10 gallons of paint to refresh learning spaces at Baracatan Elementary School. The improvements created a brighter environment where students can feel motivated, confident, and ready to learn.



We also partner with organizations that support individuals facing barriers to education, healthcare, or opportunity. These partnerships help ensure that resources and support reach communities where they are needed most.

Supporting Children with Disabilities *Bangalore, India*

Alorica volunteers spent time with children from an organization supporting individuals with visual and developmental disabilities. Volunteers shared meals with the children and donated essential supplies including rice, flour, sugar, and cooking oil.



A Classroom Beyond Walls *Bangalore, India*

Ten Alorica volunteers led lessons in mathematics and English grammar for 40 students. What began as a day of teaching quickly became a shared learning experience filled with curiosity, laughter, and connection.

Strengthening Care for Children with Neurological Disabilities

Guatemala

MLBA volunteers partnered with the Instituto Neurológico de Guatemala, providing resources that allow children with neurological conditions to continue their therapies and learning remotely. Volunteers also spent time with the children through games and shared activities.

30

computers donated

900+

differently-abled children reached



Alorica employees give their time, resources, and compassion to support causes that matter to their communities. From disaster response to community outreach, these moments of action reflect the heart of MLBA—people stepping forward to help others when it matters most.

Rallying for Hurricane Relief

When Category 5 Hurricane Melissa devastated communities in the Caribbean, Sarah Reynolds, Senior CX Manager for Alorica, helped mobilize support for families in the region she calls home.

Working alongside MLBA chapters in Miami Lakes and Cutler Bay, employees quickly organized a cross-border relief effort. Teams coordinated resources, gathered essential supplies, and delivered aid to communities in Jamaica impacted by the storm.

What began as one employee’s call for support soon became a collective effort that brought stability and comfort to families navigating disaster recovery.

“Seeing our teams come together for my home country meant more than I can put into words.”



1,000
care packages delivered

100
inflatable mattresses donated

7,212
individuals received disaster relief aid in 2025

Keeping Joy Alive Manila, Philippines

Thirty-three MLBA volunteers visited Asilo De San Vicente De Paul in Manila, spending the day sharing meals, playing games, and bringing joy to children and adults living at the orphanage.

31
children and adults with special needs received toys, supplies and food support



Caring for Rescued Animals Manila, Philippines

MLBA Alphaland and Techzone volunteers supported The Cat House animal shelter in Cavite, donating food, medicine, and essential supplies to help care for more than 200 rescued animals.

The Gift in Volunteering is Hope

Through the Golden September initiative, Alorica volunteers partnered with local organizations to bring encouragement to children undergoing cancer treatment.

Manuelito the Warrior *Guatemala City, Guatemala*

Manuelito, a 7-year-old battling leukemia saw his wish fulfilled — meeting a soldier, receiving new clothes, and celebrating with his favorite meal during a special event planned for him at Alorica Guatemala.



Serving Communities in Need *Manila, Philippines*

MLBA volunteers partnered with Casa de la Misericordia to support individuals experiencing homelessness.

10,403

meals served and donated

614

clothing items donated

1,276

individuals received support

929

volunteer hours from Alorica employees

603

volunteers

\$6,700

raised

10

charity partnerships

800

children & families supported



MLBA Angel Program

Each holiday season, MLBA chapters rally together to bring joy to individuals and families in need through the Angel Program, one of MLBA’s longest-standing outreach traditions.

Chapters partner with local nonprofit organizations to identify individuals who may need extra support during the holidays. Employees then come together to raise funds, collect gifts, and deliver care packages that help ensure the season is filled with dignity, warmth, and hope.



2025 Angel Program Impact *A Tradition of Holiday Giving*

MLBA volunteers partnered with Casa de la Misericordia to support individuals experiencing homelessness.

66
charity partnerships

\$42,000+
in donations

Corpus Christi

Aloricans partnered with The Salvation Army Angel Tree program, which provides Christmas gifts to children in low-income households experiencing hardship. Volunteers fulfilled wish lists that included clothing, toys, and everyday necessities such as socks and hygiene items.

El Paso

The El Paso chapter partnered with the Silver Bells Angel Tree program, supporting seniors who are raising grandchildren whose parents are absent due to incarceration, addiction, or mental health challenges. These grandparents step into caregiving roles out of love and compassion, and Angel Program support helps ensure they also experience a joyful holiday season.

Alabang

The Alabang chapter donated more than 3,500 toys to 20 local charities, supporting low-income public schools and organizations serving children with developmental challenges. Volunteers also surprised the site’s Security and Facilities team with gifts in recognition of the work they do behind the scenes to keep the workplace running smoothly.

Guatemala

MLBA Guatemala delivered 4,000+ gifts across 10 local charities, supporting children and families experiencing hardship including food insecurity and lack of access to stable housing.



The Legacy We're Building

Youth-led Initiatives in Action

1,000
backpacks

filled with supplies and interactive resources distributed in underserved communities by the U.S. team

\$2,000
raised

for a local children's home and an animal shelter by Guatemala NextGen

\$600
raised

by the Panama team to provide therapy and emotional support to seniors experiencing hardship

How NextGen Carries Our Mission Forward

NextGen is MLBA's youth volunteer program, designed to inspire young people to discover the impact they can have in their communities.

Guided by local MLBA chapters, NextGen participants organize fundraising efforts, volunteer projects, and outreach initiatives that support causes ranging from education and healthcare to animal welfare and community services.

Along the way, these young volunteers develop leadership, teamwork, and compassion — learning firsthand how their ideas and actions can help create meaningful change.



Recognition and Partnerships That Strengthen Our Impact

MLBA's impact is made possible through strong partnerships with nonprofit organizations, community leaders, and supporters around the world.

Along the way, MLBA and the Alorica community have also received recognition that reflects the strength of an employee-led movement making a difference in communities everywhere we operate.

Recognition & Awards

Our commitment to transparency, accountability, and positive impact has been recognized by organizations that champion responsible nonprofit work.



Highest level of recognition from Candid, signaling exceptional commitment to openness, accountability, and measuring, impact



A "people's choice" designation for nonprofits rated 4-5 stars publicly on GreatNonprofits.org by clients, volunteers, and donors.



for companies that have a heart

2025 Intl. CSR Excellence Award (Silver) for Corporate Citizenship recognizing our transparency and measurable results in partnerships with Alorica.

Trusted Community Partnerships

Across our chapters, MLBA works alongside nonprofit organizations that serve communities every day.

Healthcare & Medical Support



Education & Youth Development



Community Care & Social Services



Animal Welfare



MLBA exists because people choose to show up for one another.

From executive leaders who guide the organization's vision to chapter volunteers who lead fundraising and community partnerships, every part of MLBA's work is driven by people who believe in helping others.

Together, they help ensure that resources are used responsibly and that support reaches individuals and communities who need it most. .

Executive Board Leadership

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Jose Ramirez, Vice President
Samson Seelan, Director
Elizabeth Dorris, Director
Cece Pan, Secretary

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EMEA/India

Joyce Lee, Chairperson
Bing Prima Patino, President
Sanjay Ponnappa, Director
Yasser Omran, Director
Cece Pan, Treasurer



Chapter Leadership

MLBA chapters are led by employee volunteers who organize fundraising efforts, review grant requests, and build partnerships within their communities.



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Lumattie Chinebas
Nasir Chaudhry
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Veronica Bawalan
Stallone Rameshbbhai Mecwan
Tracey Cowman
Melissa Drews

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Flor Hernandez
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Maria Jose Molina
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Rigoberto Aguirre
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Lyka Tresvaless
Faith Mary Thurston
Lynet Lacanilao
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Butalon, Nirea
Corsiga, Amor
Pascua, Jephee
Bunag, Mary Ann
Santos, Madelyn
Paulynn Marie Peji

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Bessie Magkalas
Vicente Ambucay IV
Ambucay, Vicente IV
Mark Lester Collera
Jacques Christian Wong
John David Diaz

Alphaland (Techzone)

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Ruth Mantua
Jay Andrew Reyes
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Sheena Gruta
Aldy Agustin
Anna Laurice Mendoza
Jean Pedraza

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Kezia Visa Daison
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Jerald Brian Relos

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Ma. Lonida Reyes
James Alexander Alvieszo
Jennica Jane Baldado
Oliver Oprecio
Rachel Ann Ramos
Maria Aileen Dizon
Leinand Macaraeg

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Alex Alcontin
Kathrina Razon
Renzi Landicho
Maria Kim April Ferrer
Remi Ann Onan
Marie Rose Barnuevo

Davao

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Leian Paz
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Kristian Von Andriano
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Rick Salibay
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Anwar Mamaclay
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Torres, Marvin
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Maldonado, Elizabeth
Del Rosario, Anne

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Josera Sardinola

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William Benson
Jessica Moore
Faith Delaney
Hailey North
Victoria Coeburn

Corpus Christi

Tara Bartlett
Elvia Villegas
Rebecca Morin
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Stacey Hendricks
Jabari Williams

Tulsa, OK

Marla Hearn
Andrew Gordon
DeAmber Sanders
Jeb Cook
Lisa Mccoy
Xena Yankee
Hayden Lewis
Spencer Daniels

Work-At-Home Miracle Makers

Jonas Dietz
Esmeralda Rodriguez
Carmie Uglow
Marrah Vandenburg
Luis Morales
Tara Bartlett
Jeb Cook

Our Donors

We could not make lives better without the help of our donors. Because of them, we have the resources to truly make a difference.

Thank you to our generous donors who **contributed \$500 or more to MLBA this year:**

Alorica Inc.
Andy and Joyce Lee

Aeric M. Carr
Aimee M. Ford
Alexis Clausen-Doyon
Ammie E. Harris
Anastasia Bellos
Arronda Mosley
Asmae Hasnaoui
Bong Borja
Brandon Martinez
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Catherine Chang-De Guzman
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Tanya Ghetian
Tara Bartlett
Tasia Garner
Gabriel Stefano
Taylor Carter
Teri Morse
Tom Stuewe
Tonya Zuchowski
Vania Lively
Yvonne May



The Next Ten

Ten years in, MLBA continues to grow because of the people who believe in its mission.

Across every chapter, Alorica employees are finding new ways to support one another and strengthen their communities. As MLBA enters its next decade, the focus remains the same: expanding access to support, reinforcing our partnerships, and protecting the employee-led model that makes MLBA unique.

Be part of the movement.

While MLBA is powered by Alorica employees, anyone can support the mission. Together, we can continue making lives better and strengthening communities.

Visit our website to learn how you can get involved:
<https://livesbetter.org/ways-to-help/>



Find us on social!



A white rectangular box with a blue border. At the top left is the PayPal logo. Below it, the text reads: "Preferred Option to Donate", "PayPal offers reduced processing fees to Registered Charities, so more of your valuable donation gets to MLBA and the people who need it most.", and a blue "Donate" button.



