

# Making Lives Better with Alorica

2021 MLBA Impact Report



“ Last year when the epidemic started, my father came in contact with an individual with COVID-19 and was unable to fight it off. I was struggling having to assist in funeral arrangements for my father and that really put me in a bad place. **I knew I could count on MLBA for assistance, and I am truly grateful.**”  
*Anonymous · United States*

“ I was rushed to the hospital for an emergency surgery. I was not prepared, and I was deeply worried about the bills. **I was so touched and happy when MLBA helped me.** With their help, I was discharged and on my way to recovery without thinking of debts and money issues.”  
*Anonymous · Philippines*

“ I was diagnosed with a liver disease. Being a single mom and the only one working in the family, buying the expensive medicines prescribed to me is truly a struggle. I am really grateful for the assistance; **it was such a relief!**”  
*Lorena · Philippines*

“ I ran into a financial issue awhile back, and I decided to do a payday advance not understanding the terms fully which put me in further financial hardship. I received an eviction notice from my landlord. I applied for a MLBA grant and was happily informed I was granted the funds to help me pay my rent and maintain my residence. **I truly thank MLBA and am so happy to work for a company that has a program like this.**”  
*Onaira Bryan · Panama*

“ MLBA made my life better by helping me and my 2 small children move into a place after someone dear to us passed away. MLBA allowed me to start a new chapter in my life after a tragedy happened. **Life doesn't stop but MLBA made it where I could keep going.**”  
*Sean Dang · United States*

“ I was the victim of a house fire. I did not have renter's insurance and lost everything I owned. I am also a work-at-home employee and as a result, lost my place of work as well. MLBA granted me the money I needed to secure a new apartment that I move into today! Now I can return to work and begin to recover from my personal tragedy. **Thank you MLBA!**”  
*Priscilla Castro · United States*





**Joyce Lee**  
*President, MLBA*

To my friends and colleagues,

When we started Alorica's non-profit partner Making Lives Better with Alorica (MLBA), I could only dream of the organization it has become today. Together, we have accomplished so much and helped so many. Thank you for consistently showing up for those in need by giving your time, donations and love through MLBA to make a difference. And for those that received MLBA's support, I am overjoyed that we were able to assist you during some of your toughest times.

After the shock we all experienced in 2020 because of the pandemic, it felt like 2021 was a year to reset and redefine what it means to be connected. On a personal level, I was diagnosed with breast cancer this past year—thankfully it was caught early and I'm recovering well—but it has taught me an invaluable lesson on gratitude at an even deeper level and further reinforced the importance of giving back to those in need.

This year, our MLBA family **raised nearly \$800,000** and awarded more than **1,100 grants** to help with funeral expenses, medical bills, housing, food and more. Additionally, we helped provide food, water and shelter to support Cebu, Philippines when Typhoon Odette devastated the region.

As we enter 2022 with reinforced values, a heart of gratitude and a hope for a better tomorrow, I look forward to all the good we can accomplish together.

**Joyce Lee**  
*President, MLBA*



**Making Lives Better with Alorica (MLBA)** is the non-profit partner of Alorica—a worldwide leader in digital customer experience solutions. Our approach to corporate philanthropy is like none other; most companies handle charitable giving from the top-down, but MLBA and Alorica *are not like most*.



#### **POWER TO OUR PEOPLE**

MLBA empowers Alorica employees to give to those in need within their own communities—allowing them to share the love with the people and local causes that matter most to them. With MLBA Chapters across 6 countries, Alorica employees have the decision-making power to choose how to make lives better through grants, grassroots fundraisers and volunteering—and 100% of funds raised by a Chapter STAYS within that Chapter.



#### **A CULTURE OF CONNECTION**

MLBA offers Aloricans an opportunity to bond over more than just work—and our people take pride in serving their communities together. Whether at a food pantry, homeless shelter, school or wherever they see a need, we applaud those who choose to donate their time and cherish the moments shared making lives better, together.



#### **FAMILY TAKES CARE OF FAMILY**

Our people are everything. MLBA provides an opportunity for Alorica employees to band together in times of crisis and in moments of uncertainty—lifting up one another as only a family can through grants and disaster relief. Our bond is our strength—and our resolve is unbreakable.

To learn more about MLBA and to read some incredible stories of lives we've made a difference in, visit us at [livesbetter.org](https://livesbetter.org).

#### **CORPORATE PARTNERSHIP**

Alorica is the primary corporate partner of MLBA, providing administrative resources, logistics and personnel costs required to fuel the non-profit. MLBA plays a significant role in Alorica's larger commitment to Corporate Social Responsibility (CSR), which champions programs that align with the company's vision of making lives better, one interaction at a time. Alorica's approach to CSR is split into three categories—Philanthropy (in which MLBA resides), People and Planet. To learn more about Alorica's CSR commitment, please visit [www.alorica.com/corporate-social-responsibility](https://www.alorica.com/corporate-social-responsibility).

MLBA made great strides in its quest to make lives better around the world.

 **\$799,364** raised

 **1,142** grants awarded totaling **\$586,714**

 **93** charity partners

 **146** families assisted through Crisis Relief efforts

Through the 1,142 grants awarded, we helped with...

 **265** housing costs

 **181** charity programs

 **265** medical costs

 **140** utility bills

 **80** funeral expenses

 **206** other needs (i.e. groceries, crisis relief, essentials)

**80%** of survey respondents in the U.S. who needed rent or utility assistance were able to **maintain stable housing** for more than three months after receiving help from MLBA

**85%** of MLBA survey respondents in the US are **women**

In 2021, MLBA surpassed **\$7.3 million** in monetary donations.

**\$7.3 MILLION**





**NORTH AMERICA**  
38 CHAPTERS

**CANADA**  
est. 9/2018

**U.S.**  
est. 10/2015



**\$608,493**  
raised



**592**  
grants awarded



**\$423,528**  
distributed through grants



**68**  
charity partners



**ASIA-PACIFIC**  
14 CHAPTERS

**PHILIPPINES**  
est. 12/2016



**\$136,871**  
raised



**459**  
grants awarded



**\$126,189**  
distributed through grants



**12**  
charity partners



**LATIN AMERICA & THE CARIBBEAN**  
6 CHAPTERS

**GUATEMALA**  
est. 9/2019

**MEXICO**  
est. 5/2017

**PANAMA**  
est. 12/2018



**\$54,000**  
raised



**91**  
grants awarded



**\$36,997**  
distributed through grants



**13**  
charity partners



## HOW WE SHARE THE LOVE



### DONATIONS

There is a certain joy that comes from giving to others—and it's a happiness felt by our incredible team members around the globe who support local non-profits and the communities they live in.

- Our Panama Chapter **held frequent food sales** to collect donations for local charities, such as selling donuts, smoothies, hot cocoa, pizza and more at Alorica sites.
- Our Davao Chapter in the Philippines **donated cans of paint as well as school and medical supplies** to local elementary schools to help provide necessary items to incoming students and improve the quality of the school buildings for the students' health and safety when they return to the classrooms.
- Our Greensboro, North Carolina Chapter **donated and assembled emergency care kits** with toothbrushes, toothpaste, masks, hand sanitizers, gloves, hats, socks, feminine napkins, hot hand warmers, Mylar blankets, snacks and water for people experiencing homelessness in their community.



It's always a **privilege** and a **humbling experience** to become a channel of blessing to our community.”

*Jerald Brian · Centris Chapter Board Member*



### VOLUNTEERISM

Aloricans take pride in serving their communities. Whether at a food pantry, homeless shelter, school or wherever they see a need, we applaud those who choose to donate their time—either individually or as a team.

- Our Mexico City Chapter **volunteered to paint four rooms where 21 girls live** at a local Children's Home to give them a fresh and personalized home.
- Our Alphaland Chapter in the Philippines **volunteered to feed, clean and play with the 250 dogs and 75 cats** in the Bulacan animal shelter.
- Our Corporate Services Chapter in the U.S. **volunteered with The Seva Collective in Santa Ana, California, a non-profit food pantry, to donate \$13,000 and pass out food and 1,500 backpacks** filled with school supplies to needy children in the local area.



## HOW WE SHARE THE LOVE



### NON-PROFIT PARTNERSHIPS

We only partner with other registered non-profits, because transparency and integrity count when you're focused on helping others. In 2021, we worked with **93 non-profit organizations**.

- Our Chapter in Guadalajara, Mexico partnered with 12 Piedritas, a non-profit children's home, to **donate gifts for the holidays**.
- Our Cubao Chapter in the Philippines partnered with non-profit Trinitarian Sisters and **donated over 1,500 school supply kits** to children in need.
- Our Chapter in Joplin, Missouri partnered with the Ronald McDonald House, a non-profit for families of children in local hospitals. MLBA Joplin held a donation drive where they **collected \$210 worth of much-needed restaurant gift cards, numerous cleaning supplies, books, a new vacuum cleaner and tons of hand sanitizers**.



“ My house caught fire leaving my family of 14 completely homeless and everything was lost. When I reached out to MLBA, they immediately started the process of getting me the help required for a temporary place providing me with the ability to again work. **My family was truly saved by the MLBA program.**”

*Anonymous*

### CRISIS RELIEF

When tragedy strikes, we strike back. We provide food, clothing, shelter and other basic necessities—often being the first responders.

- MLBA banded together to **purchase mattresses, food and sanitary items to over 100 families** affected by Hurricane Eta and Iota in Honduras.
- The Cubao Chapter in the Philippines was able to **donate food, bedding, blankets, and toiletries to over 200 families** affected by typhoons Rolly and Ulysses.
- MLBA Chapters in Mexico came together to **donate numerous supplies** after Hurricane Grace hit Jonotla, Mexico and its municipalities, producing landslides and breaking water pipes that forced habitants to drink water recovered from the rain.



## CERTIFICATIONS

This year, we were honored to receive GuideStar's highest level of transparency—the **Platinum Seal!** This recognition demonstrates MLBA's strong commitment to fiscal responsibility and transparency for donors worldwide by articulating clear fundraising goals and consistently reaching them. This award means even more because MLBA earned its first GuideStar Seal of Transparency in 2019 at the Gold level, and now we have climbed up to Platinum!

We are also proud to be recognized as a **Top-Rated Nonprofit by GreatNonprofits**, an organization dedicated to showing the true impact of charities through the ones who know them most—clients, volunteers, donors and recipients.



## AWARDS AND RECOGNITION

MLBA and its President Joyce Lee were named a **Silver winner in the 18th annual Stevie® Awards for Women in Business for "Most Valuable Non-Profit Response"** during the COVID-19 pandemic.



Alorica has also won numerous awards recognizing its amazing culture which includes the work done through MLBA such as:



Gold Stevie®  
Award for Employer  
of the Year



Silver for Best  
Place to Work  
in the 11<sup>th</sup> annual  
Best in Biz Awards



Silver Stevie®  
Award for Minority-  
Owned Business of  
the Year



### ANGELS AMONG US

Since 2016, MLBA Chapters have participated in our annual Angel Program, which challenges Alorica sites and programs to partner with other local non-profits to donate gifts and necessities during the holiday season. In 2021—thanks to 100% Chapter participation—we partnered with over **75 non-profits** worldwide including Hiring Our Heroes, Dream in a Shoebox, Habitat for Humanity and more. More than **\$70,000** was donated to make sure that those in need, especially children, were not left without a gift or even basic essentials.



### MILES 4 MLBA

Alorica's executive leadership team, including MLBA President Joyce Lee, **raised nearly \$40,000** by virtually biking, walking and running while everyone bet on who would clock the most miles. Our winner, Alorica SVP of Global Business Services, Jeff Aldaz clocked 157.4 miles!



### THE BLUE HEART CONTEST

In 2021, we challenged Alorica sites and programs to encourage team members to sign up for recurring donations to MLBA via paycheck deduction—and the results were incredible!

### 2021 BLUE HEART CONTEST WINNERS

- Bluefield, West Virginia increased their recurring donors by almost **22%**.
- Guatemala increased their donors by **12%**.
- Hamilton, Canada increased their recurring donors by nearly **9%**.
- Puebla, Mexico increased their donors by almost **6%**.



“ MLBA provides me an opportunity to help our community during times of need. This opportunity brings me a sense of pride through the acts of service that impact the lives of others in a positive way. ”

*Letisha Lamb • Bluefield and Albuquerque Chapter Board Member*

### MLBA INSPIRATION FUND

Every child should have the opportunity to discover their dream. That's why this year, the MLBA Inspiration Fund was created to provide financial assistance specifically to middle/high school students (ages 11-18) who demonstrate a passion but aren't able to pursue their interests because of financial constraints. We received nominations from around the world for children that could benefit from the support.

We're thrilled to announce that we awarded **44 grants** totaling **\$63,743** to some really amazing kids!

Here are just a few of their incredible stories:



#### **GISELLE REYES (U.S.)**

*Granted funds for a graphic design course and materials*

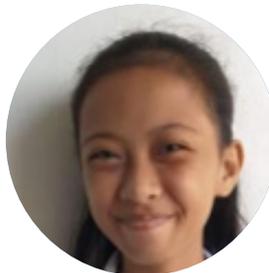
One day, Giselle hopes to become a video game designer. She discovered her passion in a high school esports class. She also noticed that she was one of only five girls who were enrolled in the course out of 35 students! So, Giselle wants to encourage other girls to discover their passion for graphic design too.



#### **ANGIE KAROLINA CUEVAS CASTILLO (GUATEMALA)**

*Granted funds to purchase a piano and piano lessons for six months*

According to Angie's grandmother, Angie has had a love for music from a young age. But, she wasn't able to explore her interest due to financial challenges. To view Angie's touching video, [click here](#).



#### **JHAZNINE MASAGA (PHILIPPINES)**

*Granted funds to buy a laptop and headset*

Jhaznine is in 9<sup>th</sup> grade and wants to follow in her late mother's footsteps by pursuing a career in accounting. During the pandemic, she had to take online classes, but because of lack of resources, she was using a phone to access her classes. (Jhaznine's father's work hours have also been impacted by the pandemic, so he hasn't been able to afford a laptop.) Now, Jhaznine is able to easily do her schoolwork and hopes to eventually help her father with their monthly expenses.

“Starting this special fund for children with big dreams was important to me. I want every kid to be able to find their passion and purpose like I did through MLBA. Being able to tell these students that we're going to help them go after something they're interested in learning or doing—that's really what making lives better is all about. And, a huge thank you to our donors. You've helped us provide support for college tuitions, lessons in computer coding, baking, music, swimming, horseback riding and much more...to some really deserving students!”

Joyce Lee • MLBA President

### DOING EVERYTHING WE CAN

With all the challenges that 2021 posed, coming together to give back mattered more than ever. And as crises swept the world in the form of COVID-19, typhoons, earthquakes, volcanoes, hurricanes and flash flooding, we knew we needed to band together and support our family members. We act with swift urgency whenever we hear of a crisis in any corner of the world, often acting as the first responders. We donate food, water, clothing and some Chapter members even open their homes to those impacted by natural disasters. This year, we were honored to provide crisis relief to **over 140 families in need.**



“ August 10<sup>th</sup> was a night myself and my family will never forget. Of course monsoons are not something to play with especially with the flash flooding. You never think it’s going to happen to you, but my house flooded. When I got the email from MLBA that they were going to be able to assist the cost of the hotel it meant the world to us. We can’t really show how much this means to us. **Yes, we lost a lot but we have gained a larger family in Alorica. Everyone has been wonderful and keeping us uplifted.**”

*Frances Hess · United States*

### TYPHOON ODETTIE

Super Typhoon Odette (Rai) was the strongest typhoon to hit the Philippines in 2021, devastating many parts of the Philippines’ Visayas and Mindanao regions. Cebu province in central Visayas was among the hardest hit. Millions of citizens were left homeless, struggling with scarcity for necessities such as drinking water, food, clothing and electricity.

Our MLBA family came together to send truckloads of basic goods and supplies within just **48 hours** of the Typhoon and we continue to donate for ongoing relief and rebuilding.

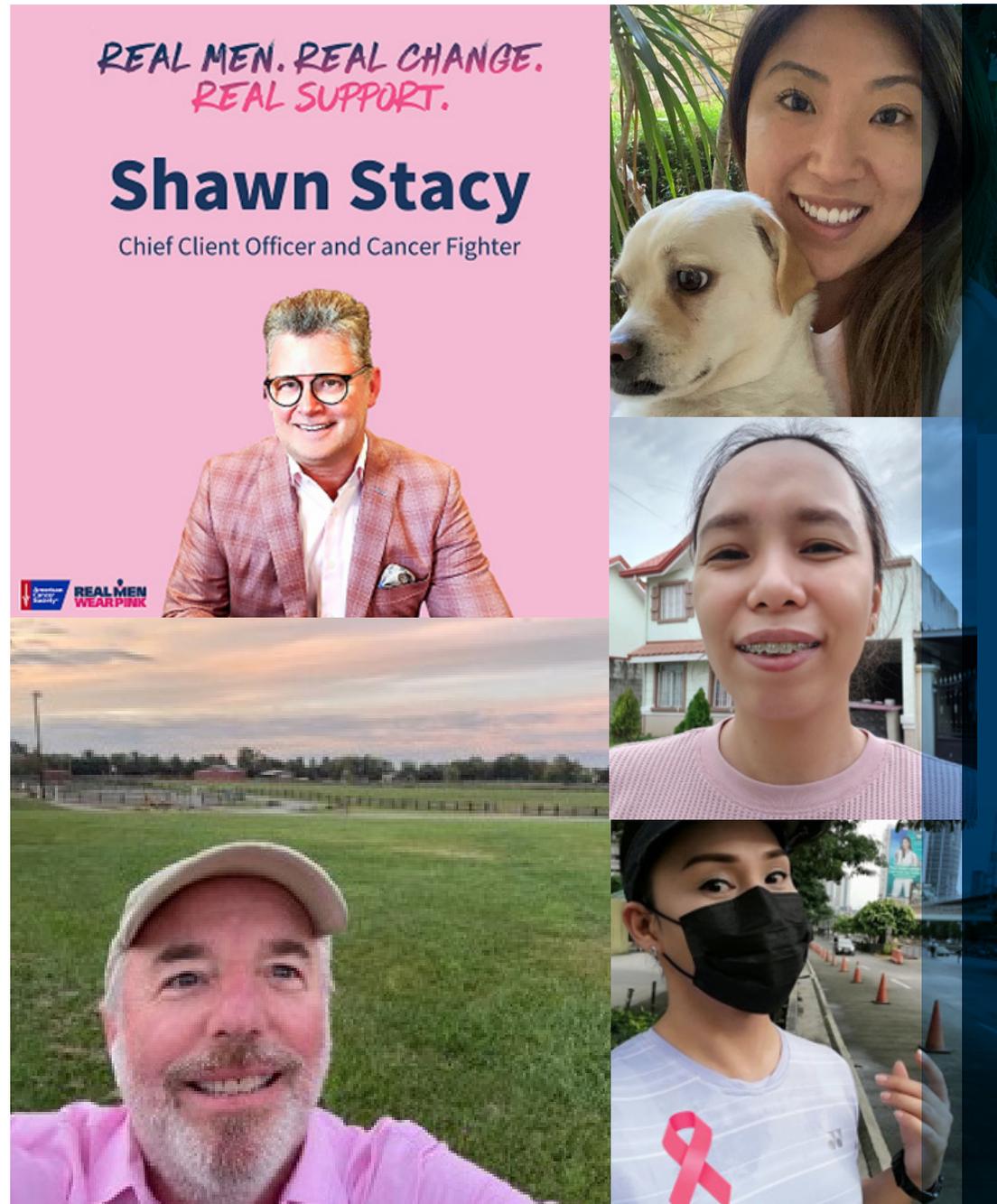


## A PERSONAL MESSAGE FROM JOYCE LEE

This past October, Breast Cancer Awareness Month, which is always an important time to bring light to the impact of breast cancer and provide support to those affected by it, took on a new meaning as I was diagnosed with breast cancer.

As I go through this journey, I have a greater appreciation for how much is known about breast cancer, but also how much more is not. Year after year, significant strides are made in the fight against cancer but early detection seems to remain a key factor in winning that fight. **That's why this year, MLBA set aside a special fund to help pay for costs of early detection screenings.**

I am blessed with an incredible support system and our MLBA family truly came together to surround me with tremendous love and support. I received many warm messages of prayers, positivity and hope—even from those I've never met. Shawn Stacy, Alorica's Chief Client Officer, joined the American Cancer Society's Real Men Wear Pink campaign to raise awareness and funds to help save more lives from breast cancer, and he dedicated it to me. John Grady, Solution Development Architect for Alorica's Global Marketing Organization encouraged Aloricans to walk in their own communities wearing pink for awareness, and he and his wife donated \$1 to Susan G. Komen for the Cure for every mile walked.



## DEDICATION TO DIVERSITY

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With such a diverse group of people we call family, there is also diversity in the causes that matter most to them. That is why it is so important to us to partner with a wide variety of organizations that support groups as diverse as we are.



### VETERANS & MILITARY FAMILIES

During this year's Angel Program, we **donated to our partner organization, Hiring Our Heroes**, a non-profit that connects the military community with businesses to create economic opportunity and a strong and diversified workforce.

Through NextGen, MLBA's youth volunteer program made up of middle and high school students, Marines and their families at a local military base in Southern California received **donated gift cards with handwritten notes** during the holiday season.

### PEOPLE WITH DISABILITIES

Our Puebla Chapter in Mexico **donated computers to the Leyer's Institute**, a local non-profit organization that helps visually impaired children and adults. The computers will be used to teach computing skills and will be equipped with special software to turn the computers and students' cellphones into speaker devices.

We are a Silver Sponsor (**donation of \$2,500**) for Al Sigl Sports Classic's annual golf tournament that supports individuals with disabilities and special needs such as multiple sclerosis, developmental disabilities, hearing and speech challenges and more.



**TIDE**  
TOGETHER for INCLUSION,  
DIVERSITY & EQUITY



As part of Alorica's DEI program, TIDE (Together for Inclusion, Diversity and Equity), it's important for us to connect with and impact special interest groups as we strive to create an inclusive and equitable world for all.



### SCHOOL-AGED CHILDREN

The MLBA Centris Chapter in the Philippines gave 170 packs of school supplies and a cash donation to the **Lingap ng Puso Hope Center**, an organization in Quezon City focused on sending underprivileged kids to school.

Our Lipa Chapter in the Philippines held a **school supply donation drive** to benefit students and teachers at the Child Development Center primary and preschool in Lumbang, Lipa City.

### WOMEN

Our Saraland, Alabama Chapter made a **donation of \$750** to both **McKemie Place** and **Penelope House**. Both organizations provide a safe haven, encouragement and access to resources that help meet the needs and promote the well-being of women in distress.

Our MLBA Chapters in Tucson, Arizona **donated the money they raised in this year's Angel Program** to **Emerge Center Against Domestic Abuse**, a non-profit dedicated to helping adults, predominately women and children, suffering from domestic abuse.

### SENIORS

MLBA Guatemala **donated to Abuelitos Heladeros**, a non-profit that provides the elderly without proper working or housing conditions with ice cream they can sell to improve their economic circumstances.



Through MLBA, we place a strong focus on disadvantaged populations and do what we can to make lives better in these communities as part of our commitment to diversity, equity and inclusion.

## OUR DONORS

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

## Thank you to our incredible donors who contributed \$500+ to MLBA this year:

### **\$500-\$999**

Farah Abbasi  
Katia Acciarresi  
Tara Bartlett  
Colleen Beers  
Susann Boorse  
Bong Borja  
Jim Brunken  
Joy Anne Calimpo  
Aeric Carr  
Jen Carter  
Patricia Cascarelli  
Dequarius Chappel  
Lisel Cherry  
Linda Cline  
Adrianna Daher  
Sharon Davis  
Mary Ann De Guzman  
Elizabeth Dorris  
Matt Driscoll  
Amanda Duncan  
Larry Faith  
Aimee Ford  
Tanya Ghetian  
Tonya Goforth-Olson  
Bryan Gray

Greg Haller  
Cynthia Hamer  
Ammie Harris  
Sheila Haynes  
Misty Hennington  
William Herr  
Heather Howell  
Jason Hunter  
Sean Ingham  
Mohammad Kazi  
Jay King  
Woodi Lacewala  
Letisha Lamb  
Charlotte Lundy  
Jordan Matias  
Roger Meier  
Kimberly Moss  
Martha Ochoa  
Melissa Roberts  
Kimberly Robertson  
Esmeralda Rodriguez  
Brian Russell  
Lindsey & Max Schwendner  
Holly Steuwe  
Matt Sullivan  
Catrina Sutler

Mary Grace Taeza  
Phil Taylor  
Darian Thomas  
Angie Ting  
Bill Trovinger  
Albertha Turner  
Anthony Vargas  
Chris Vargo  
Manuel Vazquez  
Jacob Vigil  
Michael Walsh  
Daniel Woods  
Jennifer Young  
Raquel Zipagan

### **\$1,000-\$2,499**

Tom Evans  
Ali & Haeseung Lee  
Gina McGuckin  
Bhaskar Menon  
Rene Paiz  
Cece Pan  
Kelly & Chad Parker  
Eric Petty  
Joo Shin  
Shawn Stacy  
Mary Patten Stadnicar  
Liz Torres  
Lauri & Glenn Welling  
Sunny Yu

### **\$2,500 - \$4,999**

Jeff Aldaz  
Brian Cole  
Brian Delaney  
John Foulk  
Selena Lyons  
Molly & Dan Montenero  
Sonia Sohn & Matt Olsan

### **\$5,000-\$9,999**

Anonymous  
Rachel & Vincent Bartolotta  
Richard Bell  
The Comrie Family  
Chris Crowley  
Goldman Sachs

### **\$10,000 - \$14,999**

Steve Phillips

### **\$50,000 & above**

Alorica Inc.  
Joyce & Andy Lee  
Andrea & Mike Mohan

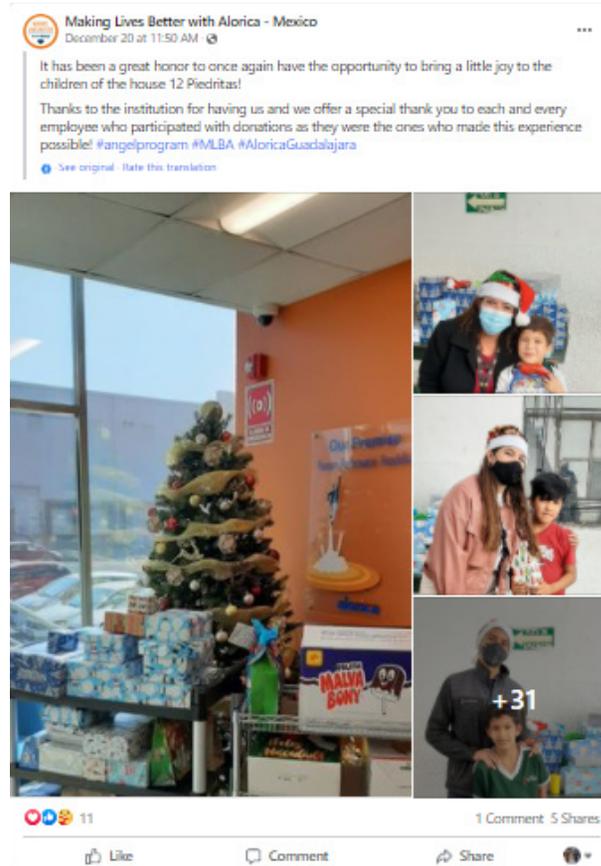
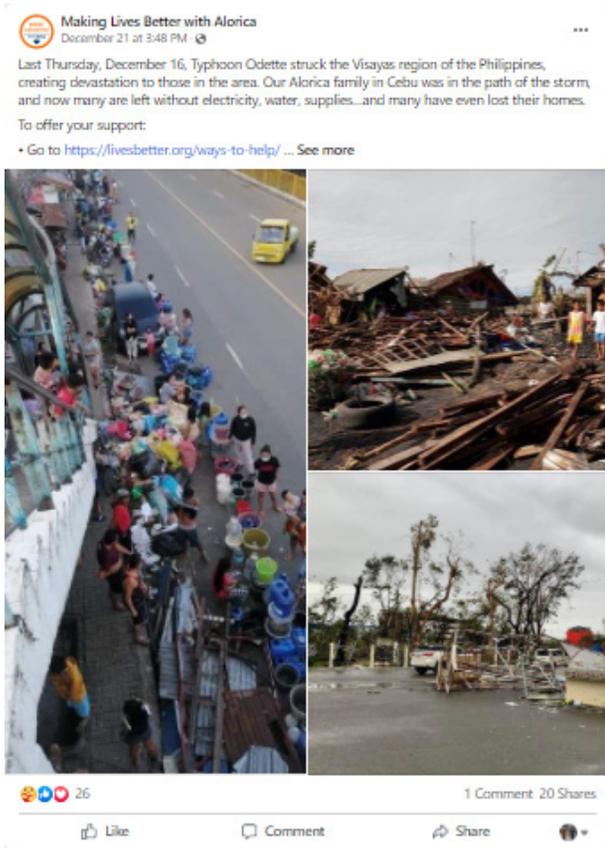


OUR NON-PROFIT PARTNERS



## LET'S GET SOCIAL

There's no better way to spread awareness and create a culture of connection than by sharing the stories of those you've helped. Follow us at [@MLBAlorica](#) on Facebook and Instagram to see the lives we've made better.



“ I love to wake up each morning and check MLBA's social media. **It's a daily reminder of how amazing, connected and supportive our people are.** It warms my heart to see the stories of the recipients my donations have helped. I am so honored to be a part of this impactful program.”

*Tanya Ghetian • Corporate Services Chapter Board Member*



BE A PART OF MAKING LIVES BETTER!

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**“What counts in life is not the mere fact that we have lived, it is what difference we have made to the lives of others.”**

*– Nelson Mandela, Former President of South Africa and Social Rights Activist*

We invite you to partner with us to make lives better, improve communities and build futures. To learn more on how to get involved—no matter how big or small—visit [livesbetter.org](https://livesbetter.org).



## OUR FEARLESS LEADERS



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Jay King, *Vice President*  
Yvonne May, *Secretary*  
Cece Pan, *Treasurer*  
Kenneth Fraser, *Director*  
Lumattie Chinebas, *Admin*



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Elizabeth Dorris, *Director*  
Samson Seelan, *Director*  
Joan Salazar, *Director*  
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Hector Garcia, *Admin*  
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Analida Lopez, *Director*  
Cece Pan, *Director*  
Samson Seelan, *Director*  
Christie Barsallo, *Admin*  
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Jamea Garcia, *Vice President*  
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Bobbi Herrera, *Trustee*  
Cece Pan, *Trustee*  
Irene Tan, *Trustee*  
Robin Catapang, *Admin*  
Joy Romero, *Admin*  
Lyka Tresvalles, *Admin*

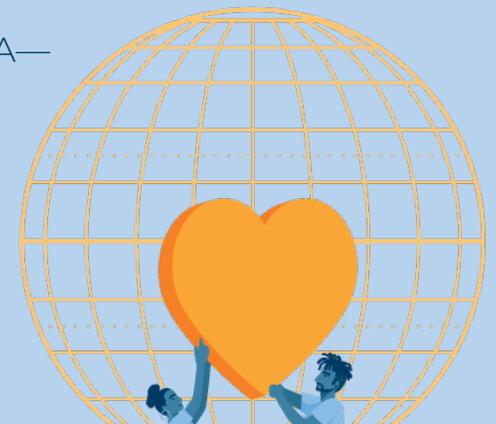


### UNITED STATES

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Timothy Wooden, *Secretary*  
Cece Pan, *Treasurer*  
Colleen Beers, *Director*  
Ana "Isa" Maldonado, *Admin*  
Celeste Sprague, *Admin*

“ An enormous thank you to our MLBA leaders—truly the heart and soul of MLBA—we simply could not have achieved any of this without you. I am confident that 2022 will be another successful year of making lives better around the world—and I can't wait to see what's in store for us all. **Cheers to many more years of sharing the ♥!** ”

**Joyce Lee**  
*President • MLBA*



## OUR AWESOME CHAPTER BOARD MEMBERS

### UNITED STATES

#### Albuquerque, NM

Daniel Chavez  
Kristen Derosier  
Letisha Lamb  
Maureen Perea  
Sarah Stalker  
Dylan Wolf

#### Bluefield, WV

Letisha Odum Lamb  
Michelle McPeak  
Milburn "John" Miller  
Rodney "Charlie" Smith  
Sheri Tobin

#### Corpus Christi, TX

David Flores  
Shannon Johnson  
Rebecca Morin  
Yvette Sanchez  
Elvia Villegas

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Charles Alvarado  
Sarah Reynolds  
Milagros Rivera  
Andres Sanchez  
Matthew Whitaker  
Corporate Services  
Jennifer Carter  
Tanya Ghetian  
Hayley Hidalgo  
Shawn Stacy  
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Ashley Lopez  
Hope Millan  
Martha Ochoa  
Rene Paiz  
Jesus Sandoval  
Jacqueline Serrano

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Scott Johnsrud  
Beth Kraushaar  
Randi Lenius

#### Fort Myers, FL

Rossie Antoni  
Rebecca Crocco  
Kristine Guanero

Donna Saddler  
Jazmin Gallegos  
Vazquez

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Lisa Grandstaff  
Marc Rollwagen  
Mary Rose

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Patricia Fluker  
Justin Goad  
Waveeta Gorham  
Adam Mckay  
Kolin Robinson  
Tasha Robinson

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Amanda Crocker  
Latoya Dial  
Brandi Kugler  
Manny Ramos  
Melissa Roberts  
Theodore Shell

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Victor De Alva  
Jennifer Dural  
Eufemia "Mia" Gomez  
Kari Martinez

#### Huntsville/Madison, AL

Tiffany Adams  
Andrea Carter  
Alicia Scroggins  
Teresa Stewart

#### Jackson, MS

Tameika Butler  
Karen Byrd  
Justin Evans  
Chris Gorman  
Bethany Johnson  
Jamila Jones

#### Joplin, MO

Amy Allen  
Amy Borchartd  
Jason Bragg  
Kristi Chambers  
Jeb Cook  
Sandra Cooper  
Spencer Daniels

Ernest Floor  
Corey Hayes  
Jamie Roberts  
Amy Rodriguez  
Rebecca Tucker  
Jacob Waisner

#### Lake Mary, FL

Angela Austin  
Summer Lord  
Jermaine Moon  
Cindy Ramsawmy  
Brian Russell  
Anne Wimmer

#### Las Vegas "Pilot", NV

Raylene Anderson  
Nichole Bazzle  
Claudia Bell  
Ryan Fergoso  
Kaytlyn Vitelli

#### LaVergne, TN

Joi Dixon  
Joey Skinner

#### Magna, UT

Kimberly Evans  
Tammara Montano  
Robert Sherwood  
DeeAnn Sparks  
Jonathan Telford

#### Miami Lakes, FL

Johnice Lankford  
Arronda Mosley  
Ibana Rupert  
Sharena Shaw  
Kaella Stephenson

#### Montgomery, AL

Zelma Arndel  
J Kelly Brown  
Lesla Holt  
Shaurice Johnson  
Tamela Selmar-Burks  
Marsherie Summerville  
Vance Tullier  
Erica Wallace  
Candace Youngblood

#### Newport News, VA

Kristen Binns  
Charles "CJ" Bruce  
Jeff Norton  
Jennifer Raymer  
Ryan Reynolds

#### Omaha, NE

Gwen Christensen  
Crystal Eckert  
Stephen Long  
Mark Machacek  
Zachary Miller  
Jeff Younker

#### Rockford, IL

Amber Baynum  
Eric Black  
Pat Cascarelli  
Doug Ennett  
Yolanda King  
Melissa Williams

#### Rocky Mount, NC

Samantha Bauer  
Eric Black  
Clyteshia Garner  
Lakendra Pittman  
Juakeia Jones  
Shannon Kelly  
Tara Pugh

#### San Antonio, TX

William Bueno  
Juanita Cervantes  
Lisa Lark  
Michelle Ranjel  
Yvette Smith  
Michael Villarreal

#### Saraland, AL

Jason Campbell  
Tyler Davis  
Demetria Lawrence  
Lisa McCoy  
Luis Morales  
Devon Thompson  
Sheila Walker

#### Sarasota, FL

Mario Battaglia  
Nathan Cohen  
Kyle Fennimore  
Kassie Heinrich  
John Irvin  
Dan Kwiatkowski  
Cheryl Wolf

#### Sherman, TX

Michelle Covey  
Candace Crawford  
Taylor Haston  
Lorie Helling  
Maria Massie  
Emily Montoya  
Rhonda Pickney

#### St. Joseph, MO

Sheryl Butler  
Alex Messa  
Amber Miller  
Turkessa Newsome  
Jeffrey Young

#### Tucson East, AZ

Lisa Anderson  
Roger Meier  
Melchor Sandoval  
Yvonne Walker  
Jabari Williams

#### Tucson West, AZ

Luis Cardona  
Asima Khan  
Francisco Rico  
Michelle Robinson  
Darian Thomas  
Jacob Vigil

#### Tulsa, OK

Paul Barnett  
Patrice Carter  
Cathy Dredge  
Bjorn Fjordholm  
Mustafa Hassan  
Kristine Johnson  
Keli Teeter

#### Universal City, TX

Roxie Garcia  
Rebecca Garza  
Vanessa J-Douglas  
Denise Matthews  
Kelly Rodriguez  
Norma Rubio  
Michael Schafer  
Austin Yildirim

#### Virginia Beach, VA

Megan Claffey  
Brittney Debler  
Brian Diaz  
Tonya Jackson  
Denise Magee  
Alynn Scotto Di Frega  
Alexia Waddell

#### Work-At-Home

Marla Allen  
Jonas Dietz  
Amber Exley  
Kristen Floyd  
Journey Hulsey  
Jamie Pace  
Esmeralda Rodriguez

Carmie Uglow  
Marrah Vandenburg

### CANADA

#### Montreal

Farah Abassi  
Nasir Chaudhry  
Kevin Halifax  
Jason Hunter  
Aicha Khentout  
Allyson Meyer

#### Hamilton

Tracey Cowman  
Nicola Drews  
Victoria Pottruff  
Tanya Vanderstelt

### PHILIPPINES

#### Alabang

*Northgate/Madrigal*  
Lyka Barron  
Charmine Gamazon  
Vince Gantioqui  
Joy Romero  
Carl Joseph Zotomayor  
Faith Mary Thurston

#### Alorica By the Bay

Glenn Barbara  
Nirea Butalon  
Genevieve Joyce Cruz  
Rea Angelique Dario  
Bessie Magkalas  
Maikée Tejada

#### Alorica Center

*Makati City*  
Raymond Alejandrino  
Margaux Eloise Baltazar  
Argie Batusbatusan  
William Beltran  
Bessie Dela Cruz  
Czandra Feliciano  
Jermaine Felipe  
Jena Marie Pabilonia  
Jeffrey Joshua Pascua  
Jonas Roxas  
Leo Seneca  
Dave Richmond Sy  
Maikée Tejada

#### Alphaland

Edgar Agustin  
Annalou Cabual  
Harrish Camantes  
Veronica Fortuny  
Timothy Mark Francisco

Catherine Maderal Ruth  
Mantua Jackie-Lynn  
Patricio Katherine  
Salazar Muriel Tividad  
Diana Umali  
Jasper Valera  
Raquel Zipagan

#### Cebu

Jennefer Arellano-Tito  
Regina Fruto  
Jeff Allen Bontuyan  
Melody Flores  
Steffi Gabutina  
Cheryl Frances Lunday  
Dianne Lyn  
Montesclaros  
Jonas George Oliveros  
Mary Grace Salve  
Lawrence Dwight Savior

#### Eton Centris

#### Quezon City

Christine-Anne Herrera  
Alyanna Jean Shyrelina  
Hilda Jose Tanuj Kohli  
Jerald Brian Relos Daisy  
Jane Taylor

#### Clark

#### Clarkfield & Angeles City

Grace Ayson  
Ver Joseph Bagacina  
Ivy Rose Capco  
Paulo Castro  
Maria Aileen Dizon  
Gerardo Cano Lacbayan  
April Rose Miranda  
Joemar Ortiza  
Reina Padilla  
Rachel Ann Ramos  
Sherwin Tan

#### Cubao

#### Araneta City

Margaux Baltazar  
Irene Mejia Flores  
Jordan Gerapusco  
Rommel Ignacio  
Jean Pedraza  
Juan Salmorin

#### Davao

Louie Abellar  
Marinel Alladin  
Raul Badon  
Eden Mira Borja

Kristoffer Ching  
Eugene Rabeje  
Roy Hapa Sy

#### Fort Bonifacio

Danny Abines  
Ofelea Lorraine  
Bagalihog  
Liberty Castillo  
John Mark Decano  
Regina Fruto  
John Patrick Holgado  
Agnes Rowena Velasco  
Ilocos - San Nicolas  
Michael Mik Cacanando  
Anwar Mamaclay  
Hazel Mappala Jose  
Mendoza Helen Yango

#### Lipa

Vicente Ambucay IV  
Maribeth Cascante  
Mary Joy Paglinawan  
Christine Pontejes Dula  
Ira Clare Reyes

#### Marikina

Jannielle Asendido  
Ma Kristine Bucayan  
Airam Del Villar  
Ma Orissa Estrada  
Alain Marasigan  
Catherine Sakay  
Jacques Wong

#### Mezza

Jannielle Asendido  
Jocelyn Ann Buelos  
Edrian Cahindo Benjie  
Estranero Michael  
Garcia Carlo Panahon  
John Jerico Rosario  
Jacques Wong

### MEXICO

#### Guadalajara

Luis Gonzalez  
Manuel Macias  
Fernando Martinez  
Lesley Mugford  
Viviana Olvera  
Xavier Retif  
Luis Rodriguez  
Fernando Sanchez  
Laura Sanchez

#### Guadalajara-Palenque

Mario Macias  
Hugo Rodriguez  
Francisco Salazar

#### Mexico City

Jose Florido  
Gisela García  
Jessenia Serrano

#### Puebla

Jose Anteliz  
Noemi Cortez  
Paloma Gonzalez  
Christian Lopez  
Clara Perez  
Vasti Rodriguez  
Cinthia Segura  
Jose Sosa  
Maria Zarate

### PANAMA

Elsa Dormoi  
Yorlenys Macias  
Juan Mora  
Yajaira Pusey  
Carlos Villarreal

### GUATEMALA

Vivian Brol  
Pablo Cifuentes  
Joshua Giron  
Flor Hernandez  
German Montenegro



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