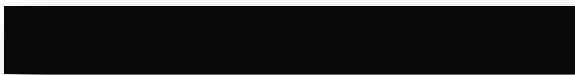




COMPANY PROFILE





THE VISION

To change lives of everyone we touch and contribute to their success, be it customers, employees or anyone that is part of the business – To make a difference in other people's lives.

The Business

WORK is a 850 employee contact center, operating in multiple countries. A blend of outbound sales, inbound sales/customer service, BPO, tech support, transcription, quality assurance, payroll processes, development work and a range of other verticals. We pride ourselves on the quality of our business, how we treat our people who eventually take care of our customers.

Our Florida office operating under Work Business Solutions, is a rapidly growing Life Insurance Agency representing the top insurance carriers in the business, AIG, Mutual of Omaha, Royal Neighbors and Americo.

The Management

WORK's Co-founder and CEO Ali Janjua and his CORE team have a combined experience of 120 years in the industry managing big businesses, building large teams, creating relationships that have withstood over a decade – Ali Janjua and his team have taken over and turned largely unprofitable businesses nearing bankruptcy turning them around to profits of over \$ 1 Million.

This leadership team encompasses leaders that at the lowest tier have managed teams large headcounts and managed clients with over \$ 400 billion loan servicing portfolios – and are focused creating teams that share and buy into the vision of the company.

Our Services

WORK specializes in a wide-variety of services and back-office work with the leadership having the experience of managing almost everything related to the industry. Some of these services are listed below:

- » Life Insurance Sales
- » Direct Sales
- » Lead generation
- » Appointment Setting & Survey
- » Inbound and Customer Services
- » Data Cleansing, collection & Verification
- » Transcription and Other Services
- » Quality Assurance
- » Payroll Process
- » Billing Services

Life Insurance – Whole Life/Term

Currently writing Half a Million in Monthly Premium's, a rapidly growing group with success coming from a combination of our on-shore agents backed by our very talented off-shore support team – working from home and in the field.

Direct Sales

We have a CORE team of Sales that has been able to out-perform any Direct Sales teams in the US and off-shore facilities across the world. This Core Sales team has the experience of selling the most difficult products that can be sold over the phone.

Our sales team specializes in:

- » Life and Final Expense Insurance
- » Satellite TV Sales and Support
- » Home Security System
- » Telecom Sales & Support

Lead Generation

Team sizes of up-to 275 employees, generating over 3000 leads a day on some of these programs.

These programs include:

- » Final Expense
- » Auto Insurance
- » Medicare
- » Education
- » Health Insurance
- » Home Improvement

Appointment Setting/ Surveys

We have years of experience providing appointment setting & survey services to clients in the US, UK and Australia.

We provide the following services in this area:

- » Customer Satisfaction Surveys
- » Health Insurance Surveys
- » Appointments for Home Improvements
- » Appointment setting for B2B clients
- » Retail outlets
- » Appointments for Time shares
- » Appointments with Doctors
- » Appointments for Event Management Companies



Inbound and Customer Services

WORK has specialized in the following customer service areas:

- » Billing Inquires
- » Account Inquires
- » Account Maintenance
- » Service Dispatch
- » Web and Email Support
- » Customer Retention
- » Technical Support
- » Trouble Shooting
- » Courtesy Calls
- » Donation Services
- » Promotional Calls



WORK operates 24 hours a day, 7 days a week and 365 days a year. Skill-based routing enables each customer to get satisfaction on the first call. WORK's Leadership has serviced several inbound campaigns including:

- » GPS Tracking services for Jaguar
- » Customer Services
- » Technical support facilities
- » Inbound Cellular service sales
- » Inbound Satellite sales

We set service level and response time objectives and consistently reassess how successfully we meet them. We track our First Call Resolution to increase our customer and client satisfaction.



Data Cleansing (Scrubbing) & Verification

Outsourcing data cleansing allows you to avail cost effective and high-quality services. While servicing a range of international clientele and successfully executing several data management projects, we ensure a hassle-free outsourcing experience for our customers.

We take care of the entire process for you and offer B2B and B2C data cleansing services, which will revive your database.

We can update any kind of data with an excellent quality and highly competitive rates.

Transcription and Other Services

WORK's leadership has also managed large teams (up-to 160 employees) servicing clients by transcribing customer service calls. Our Quality and service level on transcriptions has been 97% and above over the years.

WORK's team has also provided the following BPO and marketing services to leading US & UK Marketing companies. Most of these include live transfer of leads:

- Sales of Utility Services
- Data Entry & Data Conversion Campaigns

Quality Assurance

WORK's leadership has provided Quality Assurance services to multiple clients over the years. With limited interaction required by the client to manage the Quality control process for their teams, we have run programs where our Quality Control team would provide specific feedback to their sales agents.

We build customized systems for clients that do not have a Quality Control portal. These systems allow for clients to review day-to-day evaluations, historical information on agent's performance and a comprehensive reporting system that reflects the team's performance.

WORK AND OUR COMMITMENT TO YOUR SUCCESS

Our Training

WORK has a team of specialized trainers that allow for success for every program that is brought on.

- » On-site Industry specialists
- » Client customized training curriculums
- » Sales Training Program
- » Pre-tested training curriculums

Quality – the road to success

One motto Quality leads to quantity – create quality that and we and the clients can hear, see and feel.



Like other contact centers, WORK's quality is assessed via monitoring and recording of agent interactions with customers by Quality Assurance Specialists and supervisors. Contacts are rated using a comprehensive evaluation metric system featuring key criteria that our center feels contribute to quality interaction from the customer's perspective.

The key focus remains on Communication to ensure quality across the board.

Business Intelligence

Information is the key in today's business world and maintaining the accuracy of information ensures smooth flow and sustainable growth of a business. Our daily operations are integrated and tracked by our Business Intelligence (BI) department.

BI generates daily reports for all programs which enables us to track daily performance as well as serves as a tool for future analysis. The team is also fully capable of generating any report required by our clients and automating them for regular use.

Compliance

Contact center compliance has become one of the biggest differences you can find in the industry where back-office support organizations are unable to keep up with the industry Compliance that every client need. Client's get complaints and at times even sued because of negligence on behalf of the contact center. Most centers may provide basic compliance such as scrubbing for DNC customer list but telemarketing compliance has moved on-to a different level.

WORK has ensured that all programs that are being managed through the center are fully compliant based on the industry requirements. Some of the compliance standards that we follow are given below:

- » Federal and State DNC/DNCR Compliance
- » TCPA Compliance
- » Telemarketing Curfews based on State
- » Customer Complaint Management
- » Abandon Rate Management
- » CAN-SPAM ACT
- » PCI-DSS

Our commitment to adhering to compliance standards has allowed us to maintain relationship with our clients that have lasted over 14 years.



Technology

Dialer System:

WORK has implemented the Vici dialer system through VOIP partner in . Our call center is connected to the central communication hub in San Antonio using high-capacity DS3 circuits.

Our predictive dialer technology from the system provides WORK with the high flexibility in product enhancement as we are able to have the system modified based on ours and our client's requirements. Our systems are redundant, highly scalable and allow us to segment individual customers and campaigns as individual tenants.

We have 800+ concurrent users on our system with ZERO downtime for the last 8 months in 2019.



CRM:

We use Salesforce as our CRM on our largest outbound program i.e. Home Security Systems. In partnership with Alliance Home Security (one of the largest retailers of home security systems in the US), we have a customized version of Salesforce built out just for this program. Salesforce is being utilized on 75% of our workforce at this time



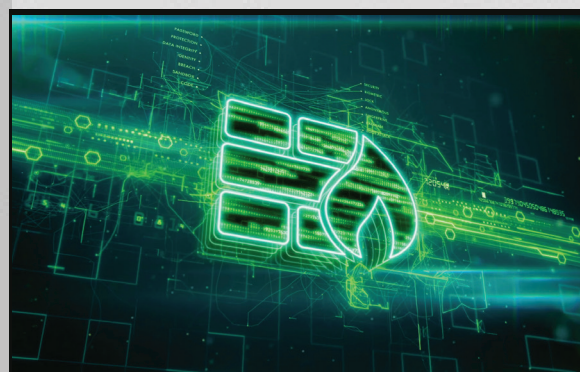
Data Security:

From the main routers the external data is divided or called into our firewall. After clearance from the firewall, the data is sent to our agents' stations via four switches. The firewalls even protect the system internally before letting anyone access the De-Militarized Zone (DMZ).



Firewall:

Untangle NG Firewall has been deployed over our networks which is one of the best small business Firewalls available that allows us to manage our traffic and data security.



DRS/Backup

We use (hosted) cloud based dialing solutions, which inherently covers flexibility and scalability needs to handle disaster recovery requirement

A complete Backup and DRS plan is in place :

- **Location Risks Covered in the plan**
 - » Security Emergency
 - » Fire Emergency
 - » Earthquake Emergency
 - » Health & Safety Plan

- **Disaster Risks Covered in the plan**
 - » Power Backup
 - » Technology Backup
 - » Contact Center Solution Backup
 - » ISP Provider Backup

We have 3 back-up Sites that are operational concurrently and ready to take on the load for any of the locations failing

We have 3 back-up Sites that are operational at the same time, our downtime (if one site goes down) would be a maximum of 2 hours which includes having resources move to the secondary location; in case the primary location is non-accessible.

In our primary location, we have the following in place to ensure services are not interrupted:

- **Power back-up**

- » All our employees use Laptops which have running capacity of 3 hours and above in case of power loss
- » Our Servers are backed-up by 10KW UPS, other than this our location has it's own Power Back-up generators that kick-in within 30 seconds minute of Power loss
- » There has been ZERO downtime due to power loss since we have been in business

- **Internet**

- » We utilize two ISPs that provide separate internet connections
- » Both internet connections are used parallel to each other
- » The entire center can be switched from one ISP to the other within 3 minutes

We understand the importance of backup in this industry since we run a large sales programs, every minute loss is the loss of opportunity and business for us.



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