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

Read more stories of how we make lives better at **livesbetter.org/all-stories.**

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

ABOUT US

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**.

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.**

2021 AT A GLANCE

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

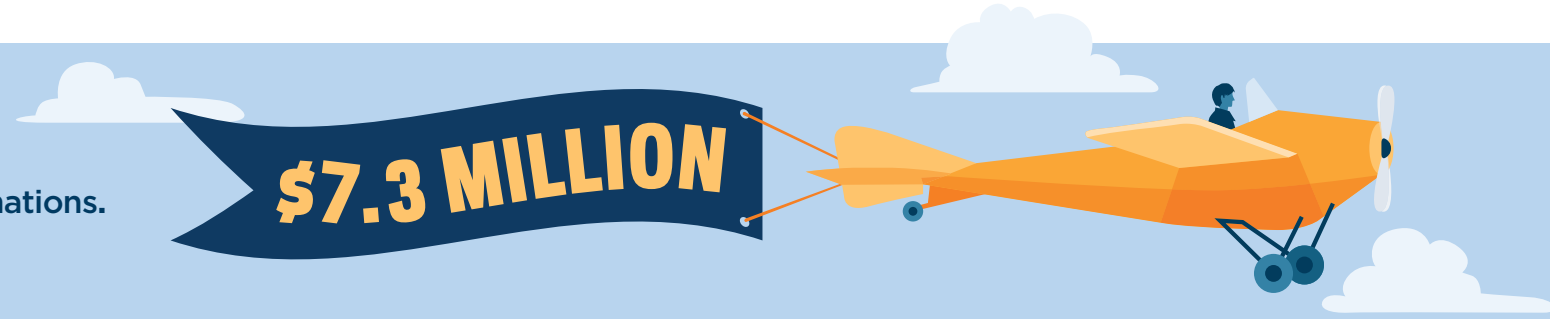
Through the 1,142 grants awarded, we helped with...

- **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.



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

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.

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 11th 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.)

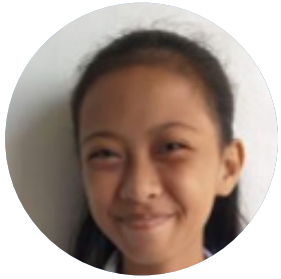
Granted funds for a graphic design course and materials

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 9th 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 10th 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 ODETTE

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

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.

TIDE
TOGETHER for INCLUSION, DIVERSITY & EQUITY

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.

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
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Mohammad Kazi
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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

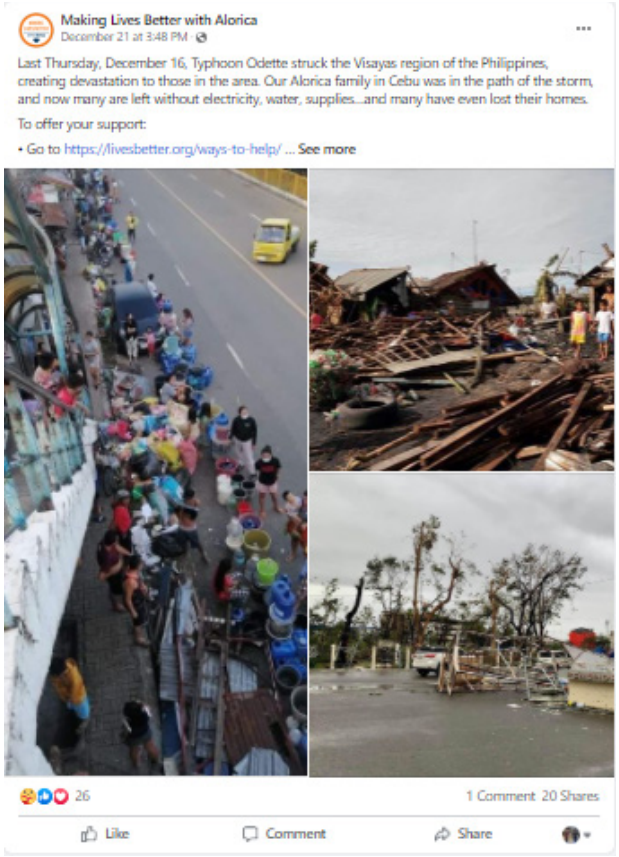
$50,000 & above
Alorica Inc.
Joyce & Andy Lee
Andrea & Mike Mohan

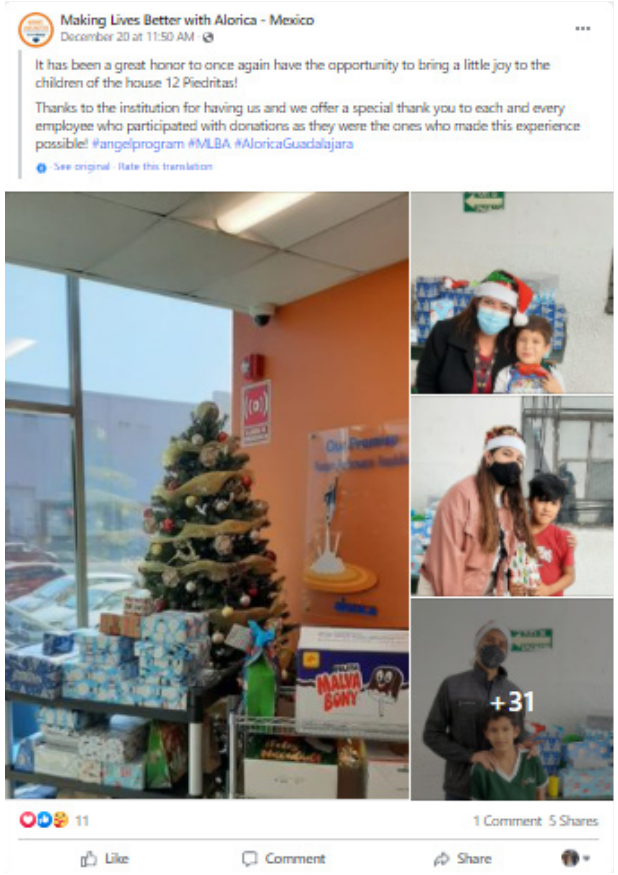
OUR NON-PROFIT PARTNERS

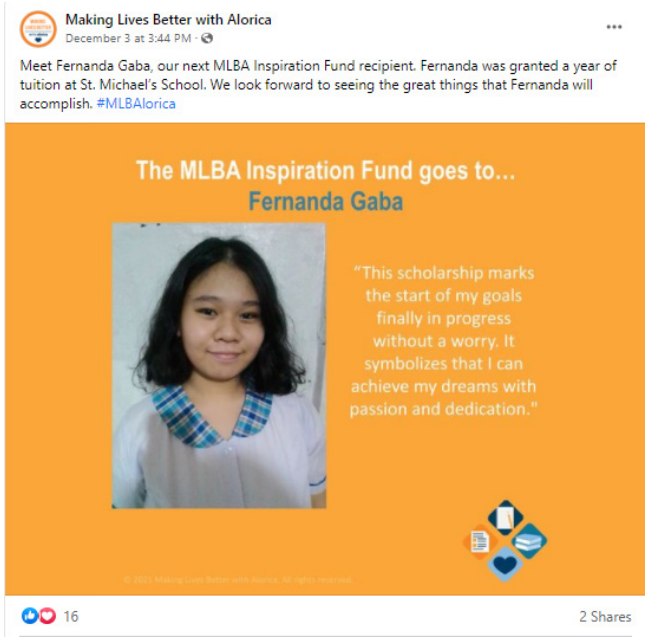
Aldeas Infantiles SOS
alzheimer's association
American Cancer Society
American Red Cross
Asilo de Ancianos San Judas Tadeo, A. C.
ayoudas
Boys & Girls Clubs of America
Chapman partnership — Empowering the Homeless
The Child Crisis Center of El Paso
Child & Family Guidance Center of Texoma — Where help, hope and healing begin
cityikidz
Community Action Partnership — Helping People. Changing Lives. America's Poverty Fighting Network
Crisis Center — Hope for today, courage for tomorrow
Emerge Center Against Domestic Abuse
Empty Bowls — Owensboro, Kentucky
Families Forward — Dignity • Empowerment • Hope
Feeding America
Family Sunshine Center
Foodbank for the Heartland
ForKids
Fundación Juconi — Junto con las niñas y los niños
Habitat for Humanity
Helen Keller
Hiring Our Heroes
Hope for the Warriors
Hope in a Suitcase
Houston Children's Charity
KidWorks — touching lives with hope:
MACH — Mid-Alabama Coalition for the Homeless
My Dream in a Shoebox
The Caringplace — No One Is Homeless
National Veterans Foundation
Nebraska Humane Society
NEGU — Jessie Rees Foundation
New Community Shelter, Inc.
Newport News Human Services
No Kid Hungry — Share Our Strength
Noyes Home for Children — Established 1894
Operación Sonrisa Guatemala
Operation Warm — more than a coat
Orangewood Foundation — Foster and Community Youth Services
SAFE — stop abuse for everyone
San Antonio Food Bank — Serving Southwest Texas
Second Harvest Food Bank — Orange County
senior action
Someplace Safe
St. Jude Children's Research Hospital — Finding cures. Saving children.
TeamKids — Empowering America's Future
The Rescue Mission of the Mahoning Valley
The Salvation Army
12 Piedritas A.C. — Coso Hogar
Jeunesse au Soleil — Sun Youth
Toys for Tots
United Way
upstate Warrior solution
Utica Center for Development Inc.
Wreaths across America — Everyone Plays a Part
Youth on their Own

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!

"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**.

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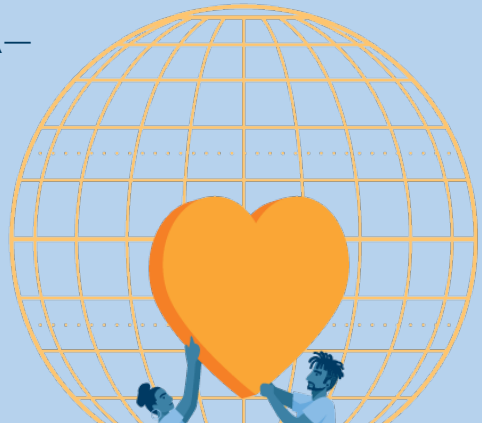
Ana “Isa” Maldonado, *Admin*
Celeste Sprague, *Admin*

“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

Cutler Bay, FL
Joyce Ackerman
Charles Alvarado
Sarah Reynolds
Milagros Rivera
Andres Sanchez
Matthew Whitaker
Corporate Services
Jennifer Carter
Tanya Ghetian
Hayley Hidalgo
Shawn Stacy
Sunny Yu

El Paso, TX
Juliet Flores
Ashley Lopez
Hope Millan
Martha Ochoa
Rene Paiz
Jesus Sandoval
Jacqueline Serrano

Fargo, ND
Jenna Bridley
Rebecca Dole
Scott Johnsrud
Beth Kraushaar
Randi Lenius

Fort Myers, FL
Rossie Antoni
Rebecca Crocco
Kristine Guanero
Donna Saddler
Jazmin Gallegos Vazquez

Fredericksburg, VA
Hakeem Branch
Lisa Grandstaff
Marc Rollwagen
Mary Rose

Greensboro, NC
Alexis Clay
Patricia Fluker
Justin Goad
Waveeta Gorham
Adam Mckay
Kolin Robinson
Tasha Robinson

Greenville, SC
Brian Bosner
Amanda Crocker
Latoya Dial
Brandi Kugler
Manny Ramos
Melissa Roberts
Theodore Shell

Humble, TX
Carolina Aguilar
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 Borchardt
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
Lesa 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
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
Allyn 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
Melissa 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
Maikee 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
Maikee 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
Jafferson Biñas
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
Ryan 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 Pontejos 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

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

Guadalaraja-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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