

FOR IMMEDIATE RELEASE

TeleServices Direct Opens Call Center in Madison County

ANDERSON, Ind. (Jan. 25, 2012) – Career Horizons, Inc. d/b/a TeleServices Direct announced plans today to locate a new call center here, creating up to 180 new jobs by 2015.

The Indianapolis-headquartered company is a global provider of outsourced inbound and outbound call center services. It will invest \$1 million to lease and equip a 15,000 square-foot facility at 2903 Enterprise Dr. in Anderson's Flagship Business Park. The new call center, which opened its doors yesterday, will handle services for the company's U.S. customers relating to wireless communications and internet connectivity.

"It's encouraging to see a Hoosier home-grown company with an international presence like TeleServices Direct continue to invest in our state," said Governor Mitch Daniels. "Companies like TeleServices continue to show that Indiana has the most attractive business climate in the country."

TeleServices Direct, which currently has 900 employees in Indiana and more than 1,200 employees globally, plans to begin hiring telephone sales representatives and administrative associates this month. Interested applicants should apply in-person, call 765.221.7455 or view more information at www.teleservicesdirect.com.

"We like to keep our U.S. call centers in Indiana, where possible, because of the proximity to our corporate offices," said Patricia Totton, chief executive officer of TeleServices Direct. "Anderson was picked specifically because of its solid labor force and the existing infrastructure we found at the site to support the growth of our business."

Established in 1989 as a direct marketing company, TeleServices Direct has since evolved into an international provider of call center services with facilities in the U.S., Philippines and Jamaica. The company has an established history with many Fortune 500 companies and has been consistently recognized in *Customer Interaction Solutions* magazine's annual industry report as one of the top call center operations in the world.

The Indiana Economic Development Corporation offered Career Horizons, Inc. up to \$1,000,000 in conditional tax credits and up to \$100,000 in training grants based on the company's job creation plans. These tax credits are performance-based, meaning until Hoosiers are hired, the company is not eligible to claim incentives. The city of Anderson will consider additional property tax abatement.

"We welcome TeleServices Direct to Anderson," said Anderson Mayor Kevin Smith. "Anderson is a strong community for business and job growth and with the addition of TeleServices we add an additional IT services operation to our community. We look forward to the success of TeleServices in Anderson and their additional job and investment growth in the days to come."

TeleServices Direct joins the growing list of home-grown Hoosier firms expanding their operations in Indiana. Last month, Daniels joined executives from Fishers-headquartered Stratosphere Quality and Indianapolis-based Archway Technologies to announce the companies' new investments in Indiana expected to create a combined 365 new jobs over the next four years.

About TeleServices Direct

TeleServices Direct commenced operations in Indianapolis more than 20 years ago. Today, it has a worldwide presence with each call center featuring state-of-the-art predictive outbound, inbound and call blending technology. The company has comprehensive agent training and quality control programs, meticulously managed compliance procedures and an established history with many Fortune 500 companies.

About IEDC

Created by Governor Mitch Daniels in 2005 to replace the former Department of Commerce, the Indiana Economic

Development Corporation is governed by a 12-member board chaired by Governor Daniels. Dan Hasler serves as the chief executive officer of the IEDC.

The IEDC oversees programs enacted by the General Assembly including tax credits, workforce training grants and public infrastructure assistance. All tax credits are performance-based. Therefore, companies must first invest in Indiana through job creation or capital investment before incentives are paid. A company who does not meet its full projections only receives a percentage of the incentives proportional to its actual investment. For more information about IEDC, visit www.iedc.in.gov.

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