

FOR IMMEDIATE RELEASE

Employee ownership pays off for local KC woman who retired from USA800 after 14.5 years

Kansas City, MO, May 14, 2010 - USA800 is the largest employee owned contact center in the U.S. And now a local Kansas City woman really understands the benefit of employee ownership. Judy Holt retired from her job at USA800 after 14.5 years and will soon receive her proceeds from ESOP stock of over \$150,000. Judy has met with USA800's financial advisors and plans to roll over the proceeds to investments and projects over \$800 a month in interest on her principal investment to help fund retirement for herself and her husband. At 62, and on social security, the additional money will help to make retirement affordable and more enjoyable. One of her plans includes buying a 5th wheel camper and traveling the country with her husband of 38 years.

Judy started at USA800 as a customer service representative and soon became an assistant supervisor working on many big name accounts. Judy's goal was to make sure all customers – happy or cranky – left the call smiling. According to Judy, the best thing about working at USA800 is the people. "They care about their people." USA800 proves this by providing employee ownership; flexible work schedules; allowing employees the opportunity to work from home; and providing a fun and happy work environment. Caring about employees also provides a financial benefit to USA800 clients through lower than average employee turnover, which is a big cost driver for call center outsourcers.

USA800, Inc. is the largest US based, 100% employee-owned, inbound customer contact center employing 1,000+ employee owners at its three Midwest based contact center locations. USA800's ESOP has been in place for over 15 years and has been a tremendous catalyst for growth with core values of caring and respect for each other at the foundation of its success. USA800 has hundreds of vested employees, all of which own a piece of USA800. Ownership is not only lucrative, but just as important; it galvanizes its people to desire to make a difference. USA800 employee owners are entrepreneurial, committed to performance improvement, and most importantly committed to exceeding partner expectations! Our employee turnover rate is less than half the industry average. The average employee ESOP stock value is over \$90,000 and represents over 30% of total employee compensation.

About USA800 - USA800 is the largest US based, 100% employee-owned, inbound customer contact center. For more than 30 years, USA800 has been providing inbound sales, customer care and technical support functions across a cross section of industries including: Catalog, Consumer Goods, Communications, Financial Services, Government, Healthcare, Insurance, Travel & Leisure, and Not for Profit. USA800 has been named as one of the Top 50 Inbound Call Centers by Customer Interaction Magazine. For more information, contact Tom Davis at tdavis@usa-800.com or go to www.usa800.com.

SUPPORTING RESOURCES:

FOR MORE INFORMATION: www.usa800.com

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