

CORE SERVICES

- Accounts Receivable Management
- Customer Acquisition
- Customer Sales
- Customer Care
- Customer Retention
- Product Support
- Third Party Verification
- Payment Services
- Appointment Setting
- Back Office

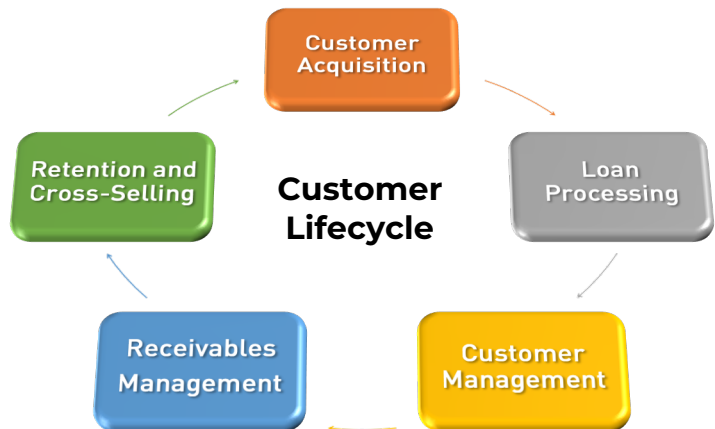


INDUSTRY EXPERIENCE: FINANCIAL SERVICES

KM² Solutions works diligently with its partners to provide cost-effective, custom-tailored solutions, maximizing efforts to achieve desirable results. We help our clients acquire new customers, optimize the way they support existing customers, and help prevent their customers from slipping into delinquency. Our financial services include everything from telesales, loan origination, retention, care, and support through first-party collections and recovery.

KM² provides a full suite of solutions to clients with end-to-end care and support. We handle it all with the quality and dedication you would expect from an award-winning industry leader.

We deliver high-quality, multilingual services from best-in-class locations at half the cost of a US Based provider. We outperform in all key metrics, including First-call Resolution, Customer Retention Rates, Agent Response Time, Agent Efficiency.



Why KM² Solutions?

KM² Solutions (KM2 Solutions) operates contact centers throughout the Caribbean and Latin America. The company provides clients with a host of different solutions, including customer care, receivables management, technical support, sales and marketing, data analytics, and back-office processing. KM² Solutions maintains PCI DSS compliance, completes a SOC 2 audit annually, and has a Compliance Management System that meets the FDIC standards.