



For Immediate Release

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United Collection Bureau, Inc. to Open Operations and Technology Centers in Tucson

Tucson, AZ (September 27, 2006) – United Collection Bureau, Inc., a privately-owned accounts receivable management and debt collection company, today announces plans to open a 46,000 square-foot center at 2425 East Medina Street in Tucson, AZ. PICOR Commercial Real Estate is the broker. The hiring process will be announced and begin in November 2006.

UCB's Tucson operations facility will accommodate 450 employees, with an initial hire of approximately 100 representatives. "Tucson was the best fit for our company to expand into the western United States for many reasons. The abundance of good labor, low cost of living and doing business, and the availability of desirable workspace in Tucson is ideal for call center operations," said Jeff Horner, senior vice president of business development. The company will offer an appealing compensation package (\$10-\$13/hour base pay plus bonus and benefits) to compete with the local labor market for representatives, supervisors, and managers. UCB plans to invest as much as \$3.5 million into its Tucson facility in the first two years.

UCB will also be locating a Technology Center at the facility for information system redundancy and expansion. The hot site will serve as a back up to UCB's host I.T. site at its headquarters in Toledo. "We found Tucson to be the best location for our technology infrastructure as well as an operations center. The stable climate, dependable energy services, and the technology resources available in Tucson caused us to include our I.T. services into the site," said Sam Rickard, president & CEO. "The location offered so much that we chose to invest in what will be our largest facility". The IT site will accommodate 10-15 technical employees.

"We are thrilled to have a distinguished, leading company join our growing call center industry here in Tucson," said Lee Smith, senior vice president of business development.

"This project will bring a significant number of new jobs to Tucson, both call center and IT jobs," said Gil Jimenez, Director of the Arizona Department of Commerce.

Nationally, the debt collection industry employs over 150,000 people on a payroll of nearly \$5 billion, returning an estimated \$60 billion per year to creditors. The industry is heavily regulated by federal, state, and local laws and regulations to insure compliant business practices and professionalism.

About United Collection Bureau, Inc.

UCB, one of the top 5 privately-owned debt collection agencies in the US, is headquartered in Toledo, OH with annual revenue of approximately \$60 million. UCB was founded in 1959 and currently employs nearly 1,000 people in ten offices located in Ohio, Michigan, and Florida. UCB's clients are in the Healthcare, Credit Card, Utilities, Telecommunications, Commercial and government sectors. For more information, visit www.ucbinc.com

About TREO (Tucson Regional Economic Opportunities, Inc.)

TREO's mission is to provide insight, infrastructure, resources and development efforts to accelerate economic prosperity throughout the Southern Arizona region. TREO provides balanced leadership with vision and coordination among neighboring communities. Combining programs and services into one organization, TREO supports the creation of new business, the growth and expansion of existing businesses, and the attraction of companies that offer high-impact jobs and share the community's values. For more information, call 243-1900 or visit www.treoaz.org.

The "New" Call Center Environment in Tucson: Industry Trends

Large corporations are increasingly outsourcing entire departments and/or functions to be more cost-competitive. Tucson's existing call centers are experiencing heavier client workloads and thus expanding rapidly due to an abundance of quality, customer-service focused labor, the availability of a bilingual workforce, and convenient location in a Mountain Time Zone.

Tucson's Call Center industry is reinventing itself to compete and retain high quality labor. Recent research completed by TREO staff with the majority of Tucson's call centers revealed the following trends, compared to recent years:

- Higher wages - \$10-\$13/hour range plus bonuses/benefits
- Better benefits - healthcare, vacation, sick and/or personal time off, paid holidays, and 401k or pension plans offered in the majority of call centers
- Higher levels of expertise needed to perform jobs
- Better career paths and training
- In some cases, creative extras such as onsite cafeterias, child care, partial/full education reimbursement, flex hours and telecommuting offered