

**Charlotte USA Backoffice/Call Center Locations
2009**

Company Name	Address	Business	City	No Employees
AAA Carolinas	6600 AAA Drive	Travel/auto service Customer Service Center	Charlotte	200
Allstate Insurance Co.	401 McCullough Dr.	Insurance Customer Service Center	Charlotte	1,150
Alltel Communications	10100 Sardis Crossing Drive	Telecommunications Customer Service Center	Charlotte	700
AT&T/BellSouth	4100 South Stream Blvd.	Telecommunications Customer Service Center	Charlotte	176
AXA Equitable	10840 Ballantyne Commons Parkway	Insurance Customer Service Center	Charlotte	650
Bank of America	900 West Trade Street	Banking Customer Service Center	Charlotte	137
Carolinas Healthcare System	1921 Vail Ave	Healthcare Provider Customer Service Center	Charlotte	20
Carrier Corporation	9300 Harris Corners Parkway	Customer Service / Technical Support	Charlotte	33
CharMeck Information (311)	10101 Claude Freeman Drive	Information Center Customer Service Center	Charlotte	60
Convergys	8600 McAlpine Park Drive	Cable Provider Call Center/ Back Office	Charlotte	400
Decision One Mortgage	6060 JA Jones Dr	Mortgage Service Customer Service Center	Charlotte	1,500
Duke Power	9700 David Taylor Drive	Customer Service Center	Charlotte	600
E-Trade Financial	4720 Piedmont Row Drive	Online brokerage Customer Service Center	Charlotte	N/A
Everdream Corporation	8215 Forest Park Blvd., Ste 100	Computer Outsourcing Customer Service Center	Charlotte	30
G.E. Capital/Lowe's Credit	8600 McAlpine Park Drive	Consumer Credit Customer Service Center	Charlotte	110
G.E. Industrial Systems	4601 Park Road	Technical after-sales service Customer Service Center	Charlotte	133
GM Onstar/Convergys	10101 Claude Freeman Drive	Vehicle Navigation Systems Customer Service Center	Charlotte	1,000
Harrisdirect	4235 South Stream Blvd.	Online brokerage Customer Service Center	Charlotte	150
Hartford Insurance Company	8711 University East Drive	Insurance Customer Service Center	Charlotte	400
Hewitt & Associates	7201 Hewitt Associates Drive	Financial Services Customer Service Center	Charlotte	900
IBM Global Services	8501 IBM Drive	Hardware/Software support Customer Service Center	Charlotte	1,060
IQOR Formerly IRMC (IntelliRisk Management Corp.)	2801 W. Tyvola Road	Utilities Call Center Customer Service Center	Charlotte	600
Jacobsen, A Textron Co.	11524 Wilmar Blvd.	Product Support Customer Service Center	Charlotte	40
LendingTree	11115 Rushmore Drive	Online mortgage brokerage Customer Service Center	Charlotte	600

LPL Financial Services	2201 Coronation Blvd	Financial Services East Coast HQ's / Call Center	Charlotte	600
MedCo Health Solutions	Employees work from home	Healthcare Services Customer Service Center	Charlotte	150
MetLife Claims Office	701 Forest Pointe Circle	Insurance Customer Service Center	Charlotte	50
Metro One Telecommunications	4948 Airport Center Parkway	Enhanced Directory assistance Third Party/Contract Call Center	Charlotte	200
Microsoft Corp.	8055 Microsoft Way	Software Support	Charlotte	1,344
Old Canal Financial Corp.	150 Regency Executive Park Drive	Residential Loan Servicing Collections	Charlotte	110
Piedmont Natural Gas	4339 Yancey Road	Natural Gas Utility Customer Service Center	Charlotte	70
Pulte Mortgage	3700 Arco Corporate Drive	Mortgage Services Customer Service Center	Charlotte	235
Red Cross	9013 Perimeter Woods Drive	National Center, Donor Information Customer Service Center	Charlotte	75
Socialserve.com	920 Pecan Ave.	Housing Provider Customer Service Center	Charlotte	36
Sprint PCS	2745 Whitehall Park Dr	Telecommunications Customer Service Center	Charlotte	1,200
Suite 1000	4801 Chastain Avenue	Full Service, Contract Service Center Third Party/Contract Call Center	Charlotte	17
The Lash Group	3735 Glen Lake Drive	Pharmaceutical Industry Third Party/Contract Call Center	Charlotte	300
The Vanguard Group	2525 Water Ridge Parkway, Ste 200	Mutual Funds Customer Service Center	Charlotte	700
TIAA-CREF	8500 Andrew Carnegie Blvd.	Mutual Funds/insurance Customer Service Center	Charlotte	2,700
Time Warner	3140 W. Arrowood Road	Cable TV Customer Service Center	Charlotte	248
Wachovia Corporation	1525 West W.T. Harris Blvd.	Banking Customer Service Center	Charlotte	1,500
Yellow Pages	11525 Carmel Commons Blvd	Directory Assistance Customer Service Center	Charlotte	85
Yodle Inc.	9140 Arrowpoint Blvd. #250	Online Advertiser Customer Service Center	Charlotte	8
Americredit	12125 Herbert Wayne Court	Consumer Finance Customer Service Center	Huntersville	400
GE Polymerland Inc.	9930 Kincey Ave.	Plastics Resin Distribution Customer Service Center	Huntersville	50
Newell Rubbermaid	8936 N. Pointe Executive Park	Foodservice Products Division/Divisional Headquarters	Huntersville	387
CitFinancial	605 Munn Road	Financial Services Customer Service Center	Fort Mill	750
Honeywell	9680 Old Bailes Road	Customer Service Center	Fort Mill	100
Mergent	401 Kingsley Park Drive	Financial Services HQ/ Call Center	Fort Mill	200
Novant	601 Kingsley Park Drive	Healthcare Services Customer Service Center	Fort Mill	200
Titanium	3023 HSBC Way	Mortgage Services Customer Service Center	Fort Mill	40
Wells Fargo Home Mortgage Inc.	3480 Stateview Blvd	Mortgage Services Customer Service Center	Fort Mill	2,000
Convergys	1507 7th Street SE,	3rd Party Call Center/ Back Office	Hickory	600

Connexions	14601 Corporate Dr	Client communications, Fulfillment Third Party/Contract Call Center	Concord	1,000
Fleet Net America	300 Commerce Drive	Vehicle Maintenance Third Party/Contract Call Center	Cherryville	75
Food Lion	2110 Executive Drive	Backoffice/HR & Accounting Customer Service Center	Salisbury	450
Kennametal	1662 McMillan Park Drive	Backoffice/Customer Service	Indian Land	85
Avelo formerly Senderra Lending	521 Corporate Center	Financial Services HQ/ Call Center	Indian Land	165
Sharonview Credit Union	1081-521 Corporate Center Drive	Financial Services HQ/ Call Center	Indian Land	125
Telrx	110 Commerce Blvd	Healthcare Services Third Party/Contract Call Center	Kings Mountain	220
Public Service Natural Gas	504 South New Hope Road	Natural Gas Utility Customer Service Center	Gastonia	90
Coventry Healthcare	2700 X Ray Drive	Insurance	Gastonia	120
Lowe's Inc	1000 Lowes Blvd.	Information Technology Support	Mooresville	500