



August 27, 2012

Ms. Kathy Maybriar

Office of Workforce Development – Ohio Dept. of Job & Family Services

PO Box 1618

Columbus, Ohio 43216

RECEIVED
OHIO DEPARTMENT
OF JOB & FAMILY SERVICES
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OFFICE OF
WORKFORCE DEVELOPMENT

Dear Ms. Maybriar:

It is with great regret that I must inform you that Global Contact Services will close our facility in Lancaster, Ohio. This action is necessary due to the loss of the lease on our center at 555-B Mill Park Drive. This closing will result in the displacement of approximately 100 associates. Associates will be given 60 days' notice as is required by the Worker Adjustment and Retraining Notification Act.

Lancaster associates have done an outstanding job in the past and the company appreciates the effort put forth by all. We will work to help all affected associates obtain other employment.

We anticipate the center running at normal capacity until closing on October 25, 2012.

If you need additional information regarding this matter, please call Bucky Cline, Vice President of Organizational Development at 704-647-9621 ext. 6004. We regret the personal impact this will have on our associates and the economic impact on the Town of Lancaster and Fairfield County.

Sincerely,

A handwritten signature in cursive script that reads "Bryan Overcash".

Bryan Overcash

Chief Operating Officer

Global Contact Services