

Contact:
Lori Fentem, President
Synergy Solutions, Inc.
(602) 296-1600 ph; (480) 383-6301 fax
lfentem@callsynergy.com

Press Release

Synergy Solutions Receives ATA-SRO Accreditation Seal of Approval

Scottsdale, AZ – May 11, 2010. Synergy Solutions, Inc., a premier provider of outsourced customer contact solutions, proudly announces that it has achieved full accreditation from the American Teleservices Association Self Regulatory Organization (ATA-SRO). Accreditation requires that a certified third party SRO Auditor has determined that Synergy Solutions meets all SRO Standards and has established that the process and controls in place operate in full compliance with state and federal teleservices regulations. The approval of Synergy Solutions' ATA-SRO Seal was authorized by vote of the SRO Trustee Committee, as well as the ATA Board of Directors, and was announced publically at the ATA Washington Summit conference in Washington, DC on April 27, 2010.

After a rigorous three-step process, Synergy Solutions successfully completed a self assessment of current compliance practices and after successfully meeting all criteria, was recommended to the ATA-SRO Trustee Committee for accreditation by Angela Morris of Quality Contact Solutions, certified SRO Auditor. According to Ms. Morris, "The audit process went smoothly. Synergy has been a long-time supporter of the ATA-SRO program. Completing this step in the process just validated the compliance program that Synergy Solutions already had in place for the last few years."

Synergy Solutions' President, Lori Fentem is an ATA Board of Director and a member of the original SRO Steering Committee that began the arduous process of forming the SRO and drafting the comprehensive set of standards in 2006. After receiving formal notification of the ATA-SRO Seal of Approval, which is the final step in the process, Ms. Fentem said, "SRO Accreditation was a very high priority for the Synergy team as it serves as a way for our clients, our employees and regulators to have confidence in our stringent compliance processes. Being one of the first companies to become accredited is evidence of Synergy's integrity and commitment to excellence."

"We are extremely proud to be a pioneer in this process," said Lynne Jacoby, Vice President of Healthcare Solutions and Compliance. "Synergy's team was very confident our compliance program exceeded the ATA-SRO standards, but the external audit was a great way to assure ourselves and our clients we are focused on the right things."

About Synergy Solutions, Inc.

[Synergy Solutions, Inc.](#), headquartered in Scottsdale AZ, specializes in providing innovative customer contact solutions on behalf of Fortune 500 companies in a variety of industries, including healthcare, insurance, financial services, telecommunication and publishing. Synergy Solutions utilizes proven acquisition and retention techniques to solidify and expand customer relationships and elevate the service experience through the use of intelligent people and emerging technology. Synergy Solutions has

facilities in Scottsdale, AZ; Johnson City, NY; Fort Kent, ME; Pensacola, FL; Bemidji, MN; Milbank, SD; and Dallas, TX.

For more information on the ATA-SRO, please visit: www.atasroconnect.org

For more information on Quality Contact Solutions, please visit: www.qualitycontactsolutions.com

#