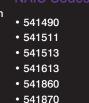
DIVERSITY COMPLIANCE CERTIFICATIONS

- City of Columbus Equal Business Opportunity Commission Office (EBOCO) 010871223
- Women Business
 Enterprise Certification
 (WBENC) National
- Women Owned Business
 State of Pennsylvania
- GSA
- Small Business (SAM)

DUNS:

Pearl Interactive Network 808469642 CAGE 56HH0 HubZone Pending SDVOSBE Joint Venture Pending

OUR VISION



• 541890

• 561110

• 541519



Our vision and business practices reflect our commitment to giving back to the community by providing opportunities to highly- skilled disabled veterans, veterans, military spouses and people with disabilities.

— Merry P. Korn, President

4200 Regent Street, Suite 200 Columbus, Ohio 43219 703-865-4914 703 725 -8801 or more information, contact:

Merry P. Korn CEO mkorn@pinsourcing.com www.pearlinter.org

Bill Errico Executive Vice President, Government Practice berrico@pinsourcing.com 703 865 4914

WE SEE ABILITY SKILL. DEDICATION.

PRIDE. DISCIPLINE.

These are the qualities we see in our veterans. we will hire and place veterans who match positions where their talents are expressed.



COMPREHENSIVE **VIRTUAL BUSINESS PROCESS OUTSOURCING**

Our contact center services helps you achieve your goals by understanding your unique needs and implementing solutions. We partner with you to create processes that enhance productivity in an unparalleled way. Our team is highly responsive to customers, fostering collaboration to gain optimal performance. Bold, creative and solutions based thinking achieve the results you want and expect. Pearl Interactive Network knows your business.

Pearl Interactive is like no other business. We are committed to providing superb contact center and staffing services while at the same time providing work opportunities to highly skilled people with challenges to work, such as disabled veterans, veterans, military spouses and people with disabilities. Our proven strategies and solutions improve and augment your work processes.

Virtual Contact Center Services

Our contact center model utilizes a unique and growing trend known as the virtual office, also known as work-at home or tele-work. The new way of thinking about work creates work flow solutions while delivering great customer experience. We are uniquely positioned to service contracts with veteran or military constituents serviced by veteran or military spouse agents.

SERVICE & SUPPORT SOLUTIONS

- Call Center
 - Inbound
 - Outbound
- Help Desk
 - Hardware Support
 - Software Support
- Administrative Services
 - Appointment Setting
 - Back Office Support
 - Event Planning
 - Project Planning
 - Travel
- 508 Document Preparation
 - Tracking files
 - Quality Management
 - · Import and Export with **Client Protocols**



CUSTOMER SERVICE SOLUTIONS

- Account Management
- Agent Relations
- Answering Service
- Eligibility Determination
- Enrollment
- Help Desk
- Order Taking
- Reservations

RECRUITING AND STAFFING

Tapping skilled and talented:

- Veterans
- **Disabled Veterans**
- Military Spouses
- People with Disabilities

Referral Sources

- Access to data base containing 450,000 veteran and 140,000 disabled veteran resumes
- 28,000 job placement counselors throughout the U.S.
- · Proprietary data base of over 3,000 referral sources including:
- Non profits
- Veteran Centers
- VA Hospitals ٠
- Military bases

Clients:

- Center for Disease Control
- CMS •
- **Department of Veterans Affairs**
- **General Dynamics** ٠
- Health and Human Services •
- Maximus
- Pennsylvania Medicaid •
- Pfizer
- US Army •
- Value Options •
- Vangent/GDIT

AWARDS 2013

Presenter Military Appreciation Channel

2012 2012 Presenter Featured in Divesability. Federal Publication on Best News Radio Practices for Leadership and Achievement

Training Symposium In Reno, Nevada

Visionary Award for National Association of Women Owners

of the Year for 2010

2010 Nominated TechColumbus Outstanding Woman in Technology

2008 Ohio Employee of the Year Rehabilitation Services Association

2012 Panelist Veteran Entrepreneur

2010 Winner for

2010 Winner of Ohio Social Entrepreneur

2010 Nominated by

Bloomberg/Business Week Most Promising Social Enterprise

Service Company

2010 Nominated TechColumbus Outstanding Technology