



Annual Impact Report

2024





Bing Prima Patino
President, MLBA

To our MLBA Family and Friends,

It is an honor to write to you as the **newly appointed President of Making Lives Better with Alorica (MLBA)**. While I step into this role with great excitement, my journey with MLBA began long before today. Since our inception in 2015, I have had the honor of witnessing how the generosity and commitment of our global supporters—through donations, time, and love—have provided crucial assistance to those facing crises when they have nowhere else to turn. We've built a movement that goes beyond corporate giving, creating a tangible and lasting impact on countless lives.

In 2024, MLBA raised over \$769,123, awarding 1,012 grants that provided crucial assistance—from medical bills and housing to food, funeral expenses, and more. We also **expanded our reach**, launching **MLBA in Bulgaria** and growing the Angel Program's impact by partnering with **82 local organizations and charities worldwide**.

None of this would be possible without you. Your generosity and commitment have provided hope during hardship, support in times of crisis, and opportunities for a brighter, more compassionate future.

As we look ahead, my commitment to MLBA's mission remains steadfast. I am excited to deepen our impact, strengthen partnerships, and find new ways to empower the incredible people—**you—who make this work possible**.

Thank you for sharing the love. Your dedication fuels our ability to make lives better, and I look forward to all we will achieve together in the years ahead.

With gratitude,

Bing Prima Patino
President, MLBA

“As the sole caregiver for my mother battling breast cancer, I faced immense hardship after her passing on December 31, 2023. With funeral expenses adding to my **emotional burden**, **MLBA stepped in with vital financial support**, bringing much-needed **comfort and relief** during an incredibly difficult time. ”

Anonymous - Grant Recipient, U.S.

“During a period of furlough, **MLBA became a lifeline** for my family, covering an essential utility bill and providing funds for groceries. We are deeply grateful for the kindness and generosity of MLBA, and **thank everyone who contributes** to their impactful work. ”

Brian Chapman - Grant Recipient, Work-at-Home (U.S.)

“Being part of MLBA Canada has been one of the most meaningful experiences of my life. What I thought would be a simple way to lend a helping hand turned into a **journey filled with purpose and connection**. The people we support, the stories we hear, and **the impact we create together** have touched my heart in ways I never imagined. It's an honor to witness the profound difference this organization makes and to see how even the smallest acts of kindness can spark lasting change. ”

Nica Feratero - Alorica Learning Specialist and MLBA Chapter Board Member, Canada



Read more stories of how we make lives better at <https://livesbetter.org/news-and-stories/>

Making Lives Better with Alorica (MLBA) is the non-profit partner of Alorica—a worldwide leader in digital customer experience solutions. Our approach to corporate philanthropy is like none other; most companies handle charitable giving from the top-down, but MLBA and Alorica *are not like most*.

POWER TO OUR PEOPLE

MLBA empowers Alorica employees to give to those in need within their own communities—allowing them to share the love with the people and local causes that matter most to them. With MLBA chapters across eight countries, Alorica employees have the decision-making power to choose how to make lives better through grants, fundraisers and volunteering—and 100% of funds raised by a chapter **stays** within that chapter.

A CULTURE OF CONNECTION

MLBA offers Aloricans an opportunity to bond over more than just work—and our people take pride in serving their communities together. Whether at a food pantry, homeless shelter, school, or wherever they see a need, we applaud those who choose to donate their time and cherish the moments shared making lives better, together.

FAMILY TAKES CARE OF FAMILY

Our people are at the heart of all we do. MLBA provides an opportunity for Alorica employees to band together in times of crisis and in moments of uncertainty—lifting up one another as only a family can through grants and disaster relief.



CORPORATE PARTNERSHIP

Alorica is MLBA's primary corporate partner, providing administrative resources and logistics required to fuel the non-profit. MLBA plays a significant role in Alorica's larger Corporate Social Responsibility (CSR) commitment, which champions programs that align with the company's vision of making lives better, one interaction at a time. Alorica's approach to CSR is split into three categories—Philanthropy (where MLBA resides), People and Planet. To learn more about Alorica's CSR commitment, please visit www.alorica.com/corporate-social-responsibility.

 **\$769,123** raised

 **1,012** grants awarded
totaling **\$624,267**

 **82** charity partners

Approx. 66% of grant recipients
maintained stable housing **3+ months**
after rent or utility assistance*

Approx. 71% of MLBA grant recipients are*
women

**Of surveyed MLBA grant recipients in the U.S. and Latin America.*

Through the 1,012 grants awarded, we helped with:

 **\$260,965** housing costs

 **\$93,395** charity programs

 **\$84,574** disaster/crisis relief

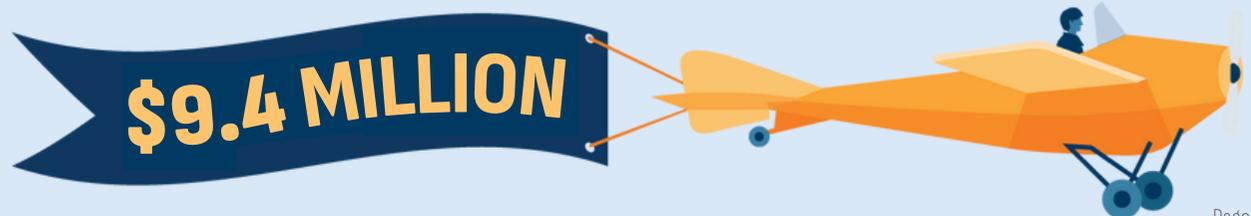
 **\$53,194** medical bills

 **\$42,350** utility bills

 **\$36,607** funeral expenses

 **\$53,182** other needs
(i.e., groceries, transportation, essentials)

In 2024, MLBA surpassed
\$9.4 million in monetary donations.





NORTH AMERICA
24 Chapters

CANADA est. 9/2018 U.S. est. 10/2015

\$519,466
raised

630
grants awarded

\$471,284
in grant distribution

33
charity partners



PHILIPPINES
14 Chapters

est. 12/2016

\$110,159
raised

304
grants awarded

\$100,699
in grant distribution

34
charity partners



LATIN AMERICA & THE CARIBBEAN
6 Chapters

GUATEMALA est. 9/2019 MEXICO est. 5/2017 PANAMA est. 12/2018 HONDURAS est. 10/2023

\$134,931
raised

79
grants awarded

\$48,531
in grant distribution

15
charity partners



BULGARIA
est. 2/2024

\$4,567
raised

\$3,753
in grant distribution





DONATIONS

There is a certain joy that comes from giving to others—and it's a happiness felt by our amazing team members around the globe who support local non-profits and the communities they live in.

San Antonio made double the impact by collecting food and essentials supplies for families and their pets in collaboration with the San Antonio Food Bank.

Alorica Center in the Philippines donated more than 500 boxes of school supplies to Baclaran Elementary School in Parañaque City through their annual Dream in a Shoebox initiative.

Guatemala and Alorica's onsite cafeteria partners made a meaningful impact by raising \$3,645 USD for Ayuvi, an organization dedicated to providing life-saving care to children battling cancer in Guatemala.



VOLUNTEERISM

Aloricans take pride in serving their communities. Whether at a food pantry, homeless shelter, school, or wherever they see a need, we applaud those who choose to donate their time—either individually or as a team.

Centris, Philippines provided school supplies and food to over 900 students from an elementary School in neighboring province. In addition, Alorica volunteers also organized a dance performance and fun games for the children.

Panama warmly welcomed Criselina—a courageous young warrior facing cancer—through their collaboration with Fanlyc (Friends of Children with Leukemia and Cancer). The event featured a superhero-themed celebration filled with delicious food and inspiring activities.

Volunteers in Davao, Philippines, collaborated with the Red Cross for a nationwide blood donation drive, saving up to three lives with each individual donor.



From the bottom of our hearts, thank you to Making Lives Better for **bringing hope and healing to the children, teens, and young people** we care for at Aldeas Infantiles Panama. Your support for their mental health is a true gift.

Non-Profit Partner - Aldeas Infantiles, Panama





NON-PROFIT PARTNERSHIPS

We only partner with other registered nonprofits because transparency and integrity count when you're focused on helping others. In 2024, we worked with 80 non-profit organizations.

El Paso, TX brought holiday joy to the Lee Moor Children's Home with a donation of over \$13,700 USD, in collaboration with El Paso Cops Helping Kids (EPMPOA)—sponsoring gifts for 55 children of all ages who are currently in foster care and live at the center.

Guatemala raised Q3,971 for Habitat for Humanity to support families affected by the Naranjo River overflow, which caused the loss of homes, belongings, and loved ones.

The Alphaland/Techzone chapter in Philippines partnered with Lara's Ark, a local animal rescue—donating pet food and medical resources.

We deeply appreciate your generous contributions, which play a vital role in **aiding victims of conjugal violence and families dealing with mental health crises**. Your commitment to our cause is invaluable, and we hope for your continued support as we **provide culturally sensitive, free services to our clients**.

Humera Khan - President of Amal Center for Women, Canada



CRISIS RELIEF

When tragedy strikes, we strike back. We provide food, clothing, shelter, and other basic necessities—often being the first responders.



It really brings tears to my eyes that this company has gone above and beyond for me and my family! We were **affected by Hurricane Helene, and they were genuinely concerned about my and my family's well-being**. They have been such a blessing to us. I am so thankful for them.

Anonymous Review from GreatNonProfits.org



Donors across the Philippines, U.S. and the Caribbean contributed close to \$85,000 USD for disaster and crisis relief, offering immediate housing, grocery cash cards, hygiene essentials, and other critical supplies to those who lost everything due to unprecedented storms.

Tropical Storm Kristine in Lipa, Philippines caused severe flooding and mudslides, our volunteers organized a relief drive, distributing PhP100,000 in financial aid, PhP25,000 in funeral assistance and 145 relief packs to displaced employees and community members.

Over 115 individual grants were processed for aid in the Philippines and U.S. following flooding and widespread damage from natural disasters in the summer of 2024.



HONORS & ACHIEVEMENTS

For the third year in a row, we were honored to receive **Candid's Platinum Seal** for delivering the highest level of transparency as a nonprofit. This recognition demonstrates MLBA's strong commitment to fiscal responsibility and transparency to donors worldwide by articulating clear fundraising goals and consistently reaching them.

We are also proud to be recognized as a **Top-Rated Nonprofit** by **GreatNonprofits**, an organization dedicated to showing the true impact of charities through feedback from the ones who know them most—clients, volunteers, donors, and recipients.



“

Last year, my family faced the **toughest battle of our lives as my father fought stage 4 lymphoma**. We hit rock bottom, but **MLBA became the extended family** we didn't know we needed. Their support helped us **cover part of my father's hospital bills**, and for that, we are forever grateful. MLBA truly makes life better for those in need.

Kara Mei Antiporda - Grant Recipient, Fort Bonifacio

”



ANGELS AMONG US

The annual Angel Program has encouraged Alorica sites and our chapters since 2016 to collaborate with local nonprofits, aiming to deliver gifts and essential items to our communities during the holiday season.

In 2024 we partnered with over 45 nonprofits worldwide including multiple Ronald McDonald Houses across the U.S. and Canada, the Salvation Army, children’s hospitals and hospice centers across Latin America, and more. Over \$24,000 was raised to make sure that those in need—especially children—were taken care of.



BLUE HEART CONTEST

Every year, Aloricans across the globe participate in the Blue Heart Contest to boost recurring employee donations through payroll.

2024 BLUE HEART CONTEST WINNERS

The chapters below saw the largest jump in regular payroll donations relative to their site locations' headcount size:



10.7% ↑



8.6% ↑



16.5% ↑



14.1% ↑



When I lost my mother, **MLBA stepped in during one of the hardest moments of my life, providing the financial support my family desperately needed.** Their compassion meant the world to me. As an MLBA supporter, I'm forever grateful to be part of a community that creates a ripple effect of change and makes a difference in so many lives.

Carence Mista - Grant Recipient and Donor, Philippines



MLBA NEXTGEN: YOUNG HEARTS, BIG IMPACT

MLBA NextGen is all about inspiring young leaders to uplift their communities. We're planting the seeds of generosity while equipping the next generation with **practical business skills** like presenting, money management, and marketing. In 2024, we welcomed Canada to our lineup of participating countries, joining the U.S., Guatemala, Honduras, Panama and Mexico.

Canada: Led a chocolate fundraiser for the **Montreal Friends of Children Foundation and Ronald McDonald House** of Montreal to provide families with a place to stay while their children receive critical care.

U.S.: Held its sixth annual backpack drive in partnership with Seva Collective, distributing **over 1,000 backpacks filled with school supplies**. The event also showcased Passion Projects focused on **education, financial literacy, science, community service, and more**. Their dedication even inspired a major donor to contribute toward Camp Spark, a free summer camp empowering kids through sports and physical activity.

Honduras: Organized a juice, donut, and dessert sale to support Ancianato Margarita Nasseau, a **local non-profit organization caring for seniors over the age of 75**. They raised \$400 USD to buy adult diapers, helping bring comfort and dignity to the elderly residents.

Your support for **Ronald McDonald House and the Friends of Children Foundation in Montreal** brings us closer to our mission: providing a warm, secure home where families can find comfort and strength during their most challenging times. **Thanks to the generosity** of companies and individuals like you, we can **keep families together, offering sick children what they need most—the love and presence of their families.**

Board Director - Fondation des Amis de l'Enfance, Montreal

6

years of impact

\$67k

raised

15

charity partnerships



PERSONAL COMMITMENT TO CANCER PREVENTION & SUPPORT

When Joyce Lee, MLBA Founder & Chairperson of the Board, faced a breast cancer diagnosis, the mission to boost awareness and improve access to screenings and treatment support became personal. We remain committed to **championing early detection, treatment, and awareness** across various cancer initiatives.

We provide **financial assistance for early detection screenings and cancer treatment support**. All year round, chapters across the globe host fundraising events to keep this mission alive.

In collaboration with Alorica leadership in Guatemala, we organized an engaging session on cancer awareness and prevention where Zoila Hernandez, an Alorica Customer Experience Agent, shared her **breast cancer survival story**. To honor her bravery, we surprised her with a relaxation getaway to her dream spot.

Across Latin America, our chapters participated in **Golden September**, an initiative supporting organizations that care for children with cancer. Thanks to Aloricans' generosity, **\$10,000+ USD** was raised, benefiting nine pediatric cancer care foundations.



God and my children have supported me through every surgery and therapy, while **Alorica and MLBA have been a pillar in my recovery**. My Alorica family cares for my health and motivates me with kindness. Every Thursday, we get together for lunch, creating a second family environment that gives me peace to achieve my goals.

Zoila Hernandez - Grant Recipient and Alorica Employee, Guatemala



BREAKING BARRIERS FOR A FAIR CHANCE

As a global community, we are committed to **empowering economically, socially and physically disadvantaged groups** by ensuring equal opportunities, access to essential resources and a strong support system for those who need it most. Through financial aid, nonprofit partnerships, education, and volunteer efforts, we work to uplift individuals facing economic hardship, social challenges and physical disabilities—because making lives better means making lives better **for everyone**.

Donors and volunteers from MLBA Philippines in Alabang, Cubao and Pasay City brought relief to an impoverished community in Barangay San Carlos, in the municipality of Rosario, Batangas. Over 100 families received essential care packages containing groceries, clothing, hygiene products, and even toys that brought smiles to the children in the community.

MLBA Alphaland & Techzone supported the Chosen Children Village Foundation in Silang, Cavite—a long-term home for 71 children with physical and mental disabilities. The foundation provides a safe space for education, rehabilitation, and life skills training to help residents become more self-reliant. Through generous donations from Aloricans, MLBA provided groceries, hygiene products, and cleaning supplies, helping meet the daily needs of the children and their caregivers.

The Alphaland/Techzone chapter also partnered with the Kanlong Foundation for Differently-Abled Children and Mary Mother of Mercy for the Abandoned and Elderly, donating over \$3,500 USD in funds.

MLBA Guatemala is leading a Women's Prison Development Program focused on rehabilitation and reintegration through education, wellness, and economic opportunity. As part of this initiative, the team provided books, hygiene items, and prescription glasses at the Fraijanes Women's Prison, along with meals and motivational support for over 180 women. Ongoing programs include English classes, Zumba sessions, workshops, and participation in inclusive markets where women can sell their crafts.

MLBA Mezza donated ₱10,000 PHP worth of diapers and bed pads to residents of the Good Samaritan Nursing Home in Manila, Philippines. This act of kindness made a meaningful impact on their well-being and daily care.

OUR DONORS

We could not make lives better without the help of our donors. Because of them, we have the resources to truly make a difference.

Thank you to our generous donors who contributed \$500 or more to MLBA this year:

Alorica Inc.
Andy & Joyce Lee

Aeric M. Carr
Aimee Ford
Alexandra Spredemann

Ammie Harris
Anastasia Bellos
Annie & Roger Yang
Arronda Mosley

Bob Corsi
Brandon Martinez
Brian James Delaney
Brian Russell

Catalina Medrano
Catherine Chang-De Guzman
Cece Pan

Charlotte Lundy
Cindy Hamer
Criselda Contreras
Curtis Sheppard

Dan Finnegan
Daniel Montenegro
Daniel Woods
Darian Thomas

Dave Krak
Donald Atungsiri
Drucilla Ann McKinney
Edward Rosales

Elizabeth Crystal Robles
Elizabeth Dorris
Ella Hamilton
Esmeralda Rodriguez

Eunice Mitcheel Merida
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Luisa Fernanda Vasquez
Maria Lizarraga

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Max Schwendner
Michael and Marisa Gallegos

Michael Tighe
Mike Clifton
Misty Dawn McMurrer
Nia Alyssa Lopez

Our Change Foundation
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Patsy Villarreal
Paul Shapiro

Prashant Kandukuri
Randy Maharaj
Rebecca] Jones
Rene Paiz

Roger Meier
Rose Marie Smith
Samson Seelan
Sara Annette Musa

Scott Rhinehart
Sean Hauver
Selene Renteria
Sunny Yu

Susan Landry
Susann Boorse
Tanya Ghetian
Tara Bartlett

Tasia Garner
Tom Stuewe
Tonya J Zuchowski
Tricia Rincon

Vania Lively
Woodi Laceywala
Yvonne May



OUR NON-PROFIT PARTNERS



LET'S GET SOCIAL

The best way to spread awareness and foster connection is by sharing stories of the lives we've changed.

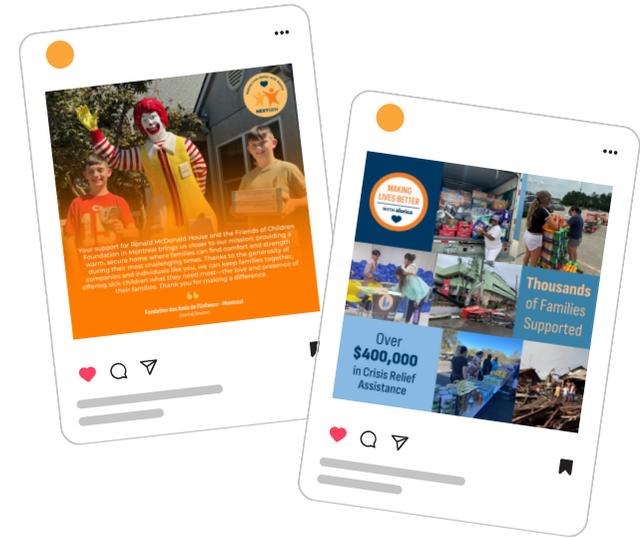


Instagram:
@MLBALorica



Facebook:
Making Lives Better with Alorica

Follow us to see the lives we've made better and share our posts to reach more people who want to make a change!



IMPACT THAT LASTS

While MLBA is run by Alorica employees, anyone can be a part of our mission.

We invite you to partner with us to make lives better, support communities and build futures. To discover how you can make a difference—big or small—visit our [website](#) or explore the resources below:

MLBA ACROSS THE GLOBE

PayPal

Preferred Option to Donate

PayPal offers reduced processing fees to Registered Charities, so more of your valuable donation gets to MLBA and the people who need it most.

DONATE



2024 MLBA HEROES

The MLBA Heroes Quarterly Recognition Program spotlights individuals or charity groups nominated by their local chapter members for embodying the spirit of making lives better. From each MLBA region, a winner is selected by their regional MLBA Executive Board. Congratulations to our 2024 MLBA Heroes! Thank you for inspiring others with your passion of making the world a better place for all!

Q1

Editha Badayos, *Philippines*
 Jeb Cook, *North America*
 Roberto Ramirez, *Latin America*

Q2

Mike Nhel Agustin, *Philippines*
 Chris Mathiasen, *North America*
 Honduras MLBA Team, *Latin America*



Q3

Jerico "Echo" Rosario, *Philippines*
 Lumattie Chinebas, *North America*
 Oswaldo Hernandez, *Latin America*

Q4

Liberty Castillo, *Philippines*
 Hope Milan, *North America*
 Axel Reina, *Latin America*



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Kenneth Fraser, *Director*
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