

Sale of Hispanic Teleservices Corporation

Hispanic Teleservices
C o r p o r a t i o n

November 2007

Acquisition by



Teleperformance

*The undersigned acted as
sole financial advisor to the Seller*



M.M. Dillon & Co.

Highlights

- M.M. Dillon & Co. (“Dillon”) acted as sole financial advisor to Carlyle Mexico Partners in its sale of Hispanic Teleservices Corporation (“HTC”) to Teleperformance on November 16, 2007.
- Dillon previously served as the sole financial advisor to HTC in the company’s sale to Carlyle in December 2005.

The Company

HTC, which was founded in 1999, is a pioneer in tailoring services and sales to Spanish-speaking customers in the U.S. In addition to improving the service quality for its clients, HTC has a track record of helping them expand their share in this increasingly desirable market. The Houston, TX-based company operates from its state-of-the-art facilities in Monterrey and Guadalajara, Mexico, the country’s second and third largest cities, which boast more than 100,000 university students each—from which HTC draws its pool of 1,350 employees.

HTC Services:

- Customer support services, including technical support, account inquiries, voice and back office claims.
- Acquisition services including registrations and inbound sales.
- Retention services focusing on retaining current customers.
- Professional services comprising frontline intelligence reporting as well as stand-alone services including bilingual mystery shopping, bilingual call quality management, Spanish call-flow customization and translation services.

Contact Us

Robert Hastings

Head of M&A

rhastings@mmdillon.com

Tel: (203) 569-6804

About M.M. Dillon & Co. (Formerly CRT Investment Banking LLC)

M.M. Dillon & Co. (formerly CRT Investment Banking LLC) is an employee-owned partnership where industry and product specialists collaborate closely to provide creative, idea-driven advice and solutions to its institutional and corporate clients. M.M. Dillon offers public and private financing, M&A advisory and restructuring advisory services. M.M. Dillon’s team of experienced professionals provides execution capabilities for companies across a range of industry sectors. The firm’s senior banking professionals have a minimum of 20 years experience with major Wall Street firms.