

HAMPTON VA

NEWS RELEASE

For immediate release

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Customer contact service opening in Town Center

May 14, 2014 - Faneuil Inc., which provides customer care services for government and commercial organizations nationwide, will open a multi-channel contact center in Hampton's Peninsula Town Center this summer.

With its corporate headquarters in downtown Hampton, Faneuil delivers broad, multi-channel customer care support to several diverse industries, including healthcare, transportation, utilities and government services, managing more than half a billion customer interactions annually.

The company's employee base of 3,600 includes 968 men and women assigned to locations throughout Virginia, including Hampton, Clifton Forge, Gloucester, Herndon, Martinsville, Portsmouth, Richmond and South Boston. In servicing an extensive client portfolio that includes commercial and government entities throughout the U.S., the company also has business operations in Florida, New Jersey, Tennessee, Texas, Utah, Washington state and the Washington, D.C. metro area.

Faneuil's newest contact center – its first in Hampton - will occupy approximately 22,250 square feet in the Claiborne Building. The center, which represents a capital investment of more than \$2 million, will provide jobs for up to 400 customer service representatives who will support Faneuil's business partnerships in various industries.

Hampton Mayor George Wallace said he is pleased to see Faneuil's investment in the city, and he welcomes the continued economic growth in Hampton. "Faneuil had their choice of locations for their contact center. We're glad they saw the value of choosing Hampton as they look to the future."

"Hampton has been Faneuil's home for more than seven years, so we're especially pleased to be able to expand our footprint here," said Anna Van Buren, Faneuil's president and chief executive officer. "The diversity and wealth of talent represented in the greater peninsula area were the deciding factors in our selection of Hampton as the location for this new facility."

Andy Dallas, certified commercial investment member, represented Peninsula Town Center in negotiations with Faneuil. For more information about Faneuil contact Missy Hespenshide at 757-915-6679, or missy.hespenshide@faneuil.com.

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