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CSi Complete Announces FNOL and Inbound Customer Service Call Center Solutions

CSi Complete announced today two additional services designed to better serve customers in the automotive and auto physical damage industries.

The first is an inbound customer feedback system for a nationwide tire retailer. The second is an FNOL (First Notice of Loss) application for an insurance services company, TenPoint Insurance Solutions.

“The Ten Point’s executive team has been aware of CSi Completes’ best-in-class outbound services and we saw this as a natural progression to further allow them to leverage their people, process and technology strengths,” said Dan Barrington, TenPoint COO. “At the same time, it provides us with a valuable strategic partner that we can leverage to better serve our customers,” he added.

Both additions represent service line extensions for CSi Complete.

“These services are needed by our customers and align with our strategy well,” said John Webb, Sr. VP of New Business for CSi Complete. “Our focus remains on serving select industries from our on-site call center in the United States, where we can control quality outcomes. We have been working on these projects for some time and are now ready to offer them to the industry at large” he added.

For more information, visit CSi Complete at NACE at Booth N3147 or contact John Webb at 1-800-343-0641 x 104 or jwebb@csicomplete.com. For more information on TenPoint Insurance Solutions, visit www.tenpointis.com or contact Jennifer Ruef at jruef@tenpointis.com