



PRESS RELEASE: American Customer Care Announces San Diego Site

Bristol CT, August 23, 2010. American Customer Care (ACC) announced today it has opened a new site in San Diego, California. This multilingual contact center in San Diego joins ACC's 10 other domestic locations throughout the United States.

American Customer Care is an award winning contact center founded in 1986. Owned and operated by CEO Mark Facey and CFO Jeff Neistat, ACC's culture is rooted in the belief that its role is to build customer loyalty and ensure customer retention through outstanding customer interactions.

Mark Facey, President and CEO of American Customer Care, said "Our goal is to ensure that our clients have easy access to their customer service team. We find that the more involvement our clients have in their programs, the easier it is to emulate their service philosophy and culture. The results are clear - extraordinary service and increased customer loyalty. Now we will be conveniently available to our clients coast-to-coast."

ACC offers a full range of multichannel contact center services. Supporting Fortune 500 Companies in their business-to-consumer and business-to-business programs, ACC excels in enhancing sales, marketing and customer relationship management efforts. Customer loyalty and retention initiatives, cross-selling and customer "recapture" are just a few ways ACC supports business growth.

"In short, nobody will grow your business through sales and customer retention better than we will" Mark Facey added.

Through its Premiere Response Division, ACC also offers complex issues management and high level communications by utilizing experienced teams of licensed professionals with specialized skills and certifications. Well known in the industry for their crisis management expertise, ACC and Premiere Response have helped many companies interact with consumers during world wide product recalls and crises.

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