

## **Culture Video Script.**

[Upbeat Music]

Rachel Hawley (Marketing Specialist), "To me BCS company culture is so different because of the dedication that our employees have."

Blake Boetcher (Director of Collections), "You will not find a group of people doing a harder job that loves coming in work every day."

Rachel Hawley (Marketing Specialist), "They're not just committed to getting the work done they're committed to getting it done very well."

Morilyn Crawford (Patient Financial Services), "The people are really really nice and friendly and down to earth."

Ashley Matthews (Human Resources), "When someone has need the company really rallies. It's not just to say that there's community here. There's really community here."

Ben Gauthier (Director of Legal & Compliance), "Everybody always has a smile on their face. Everybody is always collaborating, talking with one another laughing. It's a very good culture and it makes me excited to come in here every single day."

Morilyn Crawford (Patient Financial Services), "This is the total package and it's just an honor to be a part of that."

Jeff Miller (Director of Strategic Integration), "They really support going, learning, going in and developing you to your best potential."

Victoria Sheller (Account Manager), "When I joined BC Services it was 'You want to learn more? Sure. Here you go.' So, for me the sky was the limit."

Scott Miller (Director of Strategy and Innovation). "Every day when we come in we know what our goals are and we all strive together to hit those."

Jennifer Lopez (Collections Specialist), "We are very diverse and Innovative here and I like that we don't lose our focus on our purpose."

Chris Gaddis (Chief Executive Officer), "The quality of the team is what makes the company."

William Greve (Sales Executive), "Our people are truly what makes us different and I think a lot of companies say that but in our case in BC Services case it's the truth."

Chris Gaddis (Chief Executive Officer), "You look around and almost all of our management employees here, started on the collections floor or started as a PFS rep, entry level roles that lead to longtime careers that's what we're about."

Tina Johnson (Corporate Trainer), "Hi, Sissy."

Sandy Garcia (Director of Collection Initiatives), "Hi, Sis."

Sandy Garcia (Director of Collection Initiatives), "Ten years after I had been with a company I knew BC Services was a good place. So, I told her about the position, and I think she must worked out pretty well because 25 years later she's still here. I just get to see her every day. I don't think a lot of sisters get and spend that kind of time with each other. I could raise my family by working here. That meant a lot to me to be able at the time to have a good work life balance, and that's afforded me here at BC Services."

Tina Johnson (Corporate Trainer), "That's what we're about, we don't have an atmosphere of not being passionate because Mr. Boettcher has taught that throughout the years."

Bill Boettcher (Chairman of the Board), "We make friendships here, friendships you'll have for a lifetime. And that's wonderful because work is more than just the work you're doing it's uh it's enjoying where you're at."