



For Immediate Release
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Lt. Governor Lauds Job Creation in Fairhaven

FAIRHAVEN – Lt. Governor Timothy Murray today praised the Massachusetts Community Development Finance Corp. (CDFC) for its effort in helping FFP Global create a new local call center and with it more than 100 new jobs.

Murray spoke at an event at the company's call center in the AT&T Building on Mill Road. He was introduced by master of ceremonies state Sen. Mark Montigny. State Rep. William Straus, FFP President and CEO Elise Chow, and CDFC President Andres Lopez also spoke at the event.

"CDFC has shown time and again that it is an important part of the Commonwealth's economic development portfolio," said Lt. Gov. Murray. "We are particularly pleased that the Patrick-Murray Administration's efforts to create good jobs on the South Coast are paying off because of companies like FFP Global."

FFP Global, headquartered in Westborough, used a \$500,000 line of credit for short term working capital obtained from CDFC to establish the call center. From this 20,000 square-foot call center and a similar one in California, FFP Global offers business to business and business to consumer outsourced call center services and fulfillment operations to Fortune 100 companies.

"The greater New Bedford area offers great opportunities to growing businesses like FFP Global in the form of reasonable rents and a hardworking and talented workforce," said Sen. Montigny. "The beauty surrounding Buzzards Bay makes our region one of the most desirable living destinations for labor and executives alike."

"FFP could have put this call center anywhere they wanted to and the fact that they chose Fairhaven highlights our business friendly climate," said Rep. Straus. "At a time when many jobs are leaving Massachusetts, it's great to see a company committed to expanding here."

"I'm very happy CDFC was able to help this company expand locally, which shows Massachusetts can be a great place to do business," said Mr. Lopez. "This shows Massachusetts can be competitive with other parts of the country."

Elise Chow, President and CEO of FFP Global, said the large labor pool encouraged her to open the new facility on the Massachusetts' South Coast.

"We wanted to locate our new call center in Massachusetts because our corporate offices are in Westborough," Ms. Chow said. "We chose Fairhaven because we knew we could find the labor we needed."

The current center houses 106 jobs and FFP is planning to add up to 50 more in the next month. Ultimately, the center could employ more than 200 area residents...

FFP officials were introduced to CDFC by Milton Benjamin, President and CEO of the Initiative for a New Economy (INE). INE is a non-profit organization dedicated to growing businesses of color in Massachusetts to scale and profitability. INE is helping FFP to develop

and implement a strategic business plan. INE recommended FFP turn to CDFC to finance development of the call center.

“We are pleased to play a strategic role in helping FFP improve its cash flow, operate more efficiently and diversify its customer base,” said Mr. Benjamin. “We believe that FFP will become one of the Commonwealth’s best success stories.”

FFP Global specializes in “one source fulfillment” with a state-of-the-art ordering system that features real time inventory capabilities which is highly valued by the plethora of emerging ecommerce companies. In addition, the call centers provide services to support e-commerce, telecommunications and entertainment industries as well as financial and medical companies. The centers use both inbound and outbound agents to provide customer service, sales, order entry and lead generation, surveys and cross selling /upselling. Order processing by phone, fax, the web or e-mail takes place 24 hours a day, seven days per week. The company fulfills more than 20,000 product orders per week from its East and West Coast warehouse facilities. The company offers same day shipping on many products

Ms. Chow and her husband, Chan You Chow, the company’s Chief Technology Officer, started the company in 1996 and have been growing the business ever since. In fact, the company is continuing to expand the Massachusetts call center just months after getting it up and running.

CDFC is a quasi-public corporation created by the Legislature in 1975 to help small businesses access capital that might not be available from traditional lenders. It is one of the nation’s first state-wide community development finance institutions. CDFC provides small businesses with lines of credit, term loans and surety bond financing support. To date, CDFC has invested more than \$70 million in the Massachusetts economy.

For more information about FFP Global go to www.ffpglobal.com.

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