



WARN NO. 2085

March 17, 2016

Office of Community Colleges and Workforce Development
255 Capitol Street NE, Third Floor
Salem, OR 97310

Re: WARN Notice

Dear Sir/Madam:

Firstsource Group USA, Inc. ("Firstsource") is hereby providing notice pursuant to the Worker Adjustment and Retraining Act ("WARN").

Please be advised that Firstsource expects to permanently close its Eugene, Oregon facility for business and economic reasons no later than May 19, 2016. The closing will result in at least fifty (50) employees currently working at its site located at 2975 Chad Drive, Suite B, Eugene, OR, 97408 being terminated.

It is expected that the first employment losses will occur on May 19, 2016. The employees are not represented by a union.

The job classifications, number of employees affected in each job classification and the date of anticipated layoff are as follows:

JOB CLASSIFICATION	NUMBER OF EMPLOYEES TO BE TERMINATED	DATE OF ANTICIPATED LAYOFF
Administrative Assistant	1	May 19, 2016
Assistant Manager - Operations	1	May 19, 2016
Coordinator - Human Resources	1	May 19, 2016
Customer Service Associate	236	May 19, 2016
Director - Human Resources	1	May 19, 2016
Facilities Manager	1	May 19, 2016
HR Assistant	1	May 19, 2016
HR Generalist	1	May 19, 2016
IT Help Desk Administrator	3	May 19, 2016
Manager - Operations	1	May 19, 2016
Quality Analyst	1	May 19, 2016
Recruiter	1	May 19, 2016
Recruiting Assistant	1	May 19, 2016
Senior Manager - IT	1	May 19, 2016
Senior Workforce Analyst	1	May 19, 2016



Site Director	1	May 19, 2016
Supervisor	18	May 19, 2016
Trainer	4	May 19, 2016

Bumping rights are not available to employees in these job classifications. Please be further advised that its entire Eugene facility is closing.

Additional information may be obtained from Firstsource through me at 303.526.8183 or elvin.heiberg@na.firstsource.com.

Very Truly Yours,

A handwritten signature in black ink, appearing to read "Elvin Heiberg", with a small symbol to the right.

Elvin Heiberg
Vice President - Human Resources
Customer Management Operations, North America