



For Immediate Release  
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### **CDFC helps company bring jobs to Massachusetts**

FAIRHAVEN – The Massachusetts Community Development Finance Corp. (CDFC) has helped a Bay State company establish a call center in Fairhaven, Massachusetts by extending a \$500,000 line of credit for short term working capital.

FFP Global, headquartered in Westborough, MA, offers Business to Business and Business to consumer outsourced call center services and fulfillment operations to Fortune 100 companies domestically and internationally. Prior to establishing the Fairhaven facility, FFP Global, had a warehouse and call center in El Dorado Hills, CA and a warehouse and corporate offices in Westborough.

The working capital that CDFC extended to FFP Global allowed the company to establish a planned call center in Massachusetts and augment the bi-coastal operation. The result is that the company now occupies 20,000 square feet of space in the AT&T Building at 200 Mill Road. FFP currently employs 120 people at the Fairhaven location and continues to grow.

“We always hear about jobs leaving the state so I’m extremely pleased CDFC was able to help this company expand locally,” said CDFC President Andres 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 really needed to have a call center on the East Coast and preferably in Massachusetts since our corporate offices are located in Westborough,” Elise Chow said. “Fairhaven and CDFC really rolled out the welcome mat so we could see our plan become a reality.”

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 ecommerce, telecommunications and entertainment industries as well as financial and medical companies utilizing 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

Elise 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.

"FFP Global is able to compete against much larger companies both here and abroad, proving that Massachusetts can be a great place to do business," said Lopez.

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.

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