

A LEADING SITE FOR MULTI-FUNCTIONAL OPERATIONS THAT CONTRIBUTES TO YOUR TRANSFORMATION STRATEGY DELIVERING TRUE ROI

In an era of transformation, consolidation and efficiency seeking strategies, Costa Rica has become a key partner to reach solid performance goals.

Either captive or outsourcing strategies, Costa Rica performs over 75 different knowledge-intensive services, allowing leading global players to design multi-functional service centers that deliver on a regional or global scale. Over 80% of services delivered from Costa Rica are in English as well as Portuguese, French, German, Spanish, and more.

The result has been an outstandingly dynamic services sector in Costa Rica, growing to represent 43% of total country exports and positioning the country as a leader in Latin America. It has been recognized as:

- #1 Outsourcing City in Latin America: San José, Costa Rica (Top 100 Outsourcing Destinations 2016, Tholons)
- #1 In Innovation in Latin America (WEF 2015-2016)
- #1 In Security Index in Latin America (Latin Business Chronicle 2014)
- #1 Country for Future FDI in Central America and The Caribbean (Financial Times: FDI Intelligence. 2015.)

Why Costa Rica?

The People: A cradle of human talent for those who seek the value of excellence

We are proud, educated people who embrace challenges. Ranked #1 educational system in Latin America, above India, France, Japan & China according to the World Economic Forum 2016 – 2017; Costa Rica's education is free and mandatory since 1870 and 7.36% of GDP is spend on it.

These capabilities are the expected outcome of a historical commitment to pursue greater economic growth through a widespread educational policy at all levels of instruction. The result:

- Constant growth of university graduates in IT at +7% annually.
- Technical High School graduates in accounting, business, and IT growing at 14% annually.
- 18,800 trained people in service programs per year (business, languages, IT, among others fields).

Stability, innovation and a proven international competitiveness create the right climate for success

- With a proven track record of **120 years** of solid democracy, economic and political stability, and no army since 1949, Costa Rica is unmatched as the top choice for investing in the region.
- Ranked safest country in LATAM and safeguarding one of the most solid democracies.

Strategic Location

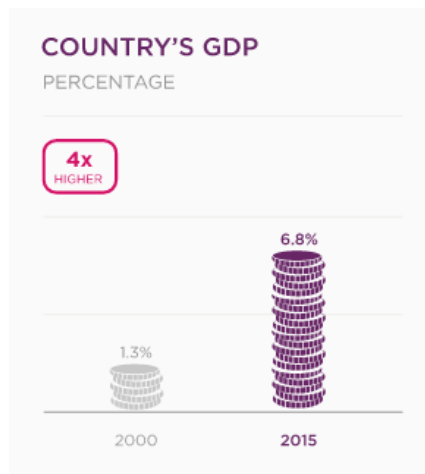
- When they say centric location, Costa Rica is literally there. At the heart of the Americas, with ports in the Pacific and Atlantic coasts, and Free Trade Agreements that provide

preferential access to over 57 trade partners and 2/3 of the globe's GDP, including USA, China and the EU.

- Costa Rica is also conveniently in the same time zone as USA allowing easy communications.

Proven Track Record

- Costa Rica is the leading site for knowledge intensive services in LATAM according to the IADB
- Costa Rica has evolved from transactional functions to multifunctional sophisticated processes including financial analysis, regional centers, software development & IT, and engineering and design, among many other business opportunities.
- Today, Costa Rica provides a mature environment for complex business processes and stands as the **#1 Exporter of high value added services in Latin America**, surpassing Chile, Brazil, Argentina and Peru.
- Costa Rica leads value-added service exports in the Latin American region



Exports of high value added services increased from 1.3% of GDP in 2000 to 6.8% in 2015. (BCCR, 2016)



Value-added service exports increased from 8.95% in 1999 to 46.4% in 2015 of total services exports. (BCCR, 2016)

A partner to deliver on true ROI

Output per employee has increased to position Costa Rica as #1 in pay to productivity relation in Latin America, according to the World Economic Forum (2016-2017). Productivity has increased 57% in the services sector since 2005.

OUTPUT PER EMPLOYEE HAS INCREASED TO POSITION COSTA RICA AS **#1 IN PAY TO PRODUCTIVITY RELATION** IN LATAM

WORLD ECONOMIC FORUM 2016-2017



A competitive set of incentives to help reach true ROI:

Costa Rica's Free Trade Zone Regime (FTZ) offers a competitive set of incentives that meet World Trade Organization regulations.

Companies in the services sector, with an investment of \$150,000 established under a Free Trade Zone or \$2 million stand alone can enjoy the following tax incentives. At least 50% of the services must be exported.



Additional 8-year periods can be renewed if significant reinvestment is made.

<p>0 % taxes on</p>	<p>No Expiration Period</p> <ul style="list-style-type: none"> • Custom duties on imports/exports • Withholding tax on royalties, fees • Interest income • Sales tax on local purchases of goods/service • Stamp duty 	<p>10 Year Period*</p> <ul style="list-style-type: none"> • Property Transfer Taxes