Statement provided to ProPublica on August 28, 2020

Arise has been a long-time partner and advocate for small businesses and the individuals who work for them. Our platform offers unique opportunities to entrepreneurs and business owners in the United States, Canada, Ireland and the United Kingdom, by providing access to work-from-home opportunities that wouldn’t otherwise be available to them and connecting them with companies that need customer support.

The Arise® Platform is built on the basis of transparency and freedom of choice. How the platform works and the specific requirements and needs of each opportunity are clearly laid out every step of the way. Service Partners on our platform choose which business opportunities they would like to pursue based on their specific needs and lifestyle. Details of each work opportunity, equipment needed, and expectations are outlined for Service Partners through our opportunity announcements in a clear and transparent manner. As it is with all contract work, the availability and requirements vary from customer to customer. However, Service Partners can choose when, where and how often to provide services on our platform, including choosing the specific hours they want to service. They are also free to provide services for other companies and the general public, without interference from Arise.

For entrepreneurs, Arise provides immediate access to a pool of potential customers. It also provides them with the opportunity to do valuable work: advancing business and commerce by utilizing the skills they bring to the platform to help thousands of people each day troubleshoot situations and find answers to important questions. The Arise® Platform is not necessarily a guarantee of success – the work can present challenges like any other, and it can be dependent on demand like many independent contractor arrangements – but it offers significant flexibility which is an important benefit that the Service Partners indicate is a core reason they choose to partner with Arise.

We provide a unique virtual opportunity for thousands of small businesses, run by stay-at-home parents, college students, veterans, retirees and other entrepreneurial-minded individuals. Many of these individuals would have difficulty accessing the workforce if it wasn’t for platforms like Arise, either because of flexibility or geographic location. Creating work opportunities is even more important now, and we continue to help entrepreneurs earn and supplement their income through safe, work-from-home solutions every day. In our 25-year history, our platform and the opportunities it provides have overwhelmingly shown positive outcomes for Service Partners who use the Arise® Platform to do the meaningful work they love and choose to do. We are proud of that track record.