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## **EXL and CUNA Mutual Group Win NASSCOM Customer Service Excellence Award**

NEW YORK, Jan. 30, 2018 (GLOBE NEWSWIRE) -- EXL (NASDAQ:EXLS), a leading Operations Management and Analytics company, today announced it jointly won a 2017 NASSCOM Customer Service Excellence Award in the "Co-Creation" category with leading insurer CUNA Mutual Group. The award was presented at the 19th NASSCOM BPM Strategy Summit in Bangalore, India.

The "Co-Creation" category recognized outstanding efforts by companies to jointly develop ideas, products and services, allowing the customer to co-construct the service experience to suit their context and establish a holistic business function. EXL and CUNA Mutual Group won for optimizing the insurance claims process using Robotics Process Automation (RPA). The solution included establishing an RPA Center of Excellence.

"At CUNA Mutual Group, we look for innovative ways to improve the experience of our internal and external customers," said Tom Martorana, Senior Vice President of Operations at CUNA Mutual Group. "We fundamentally transformed the claims process by leveraging Robotics, Analytics and Mobility. We reduced the cycle time of settling claims by 58%, increased overall customer satisfaction by 5% and reduced cost per claim by 12%. With EXL as a strategic partner, we were able to collaborate on solutions that improved efficiency and speed, as well as quality and customer satisfaction."

Anand Logani, Senior Vice President, Global Client Relationships, EXL, said: "We are proud to be recognized as a NASSCOM Customer Service Award winner. CUNA Mutual and our other clients are focused on enhancing customer experience, improving cost structures and digitizing operations models. EXL supports these goals as a strategic digital transformation partner through our ability to execute on real-world solutions that drive business outcomes."

The National Association of Software and Services Companies ("NASSCOM") is a non-profit trade association of Indian Information Technology and Business Process Outsourcing industry.

### **About CUNA Mutual Group:**

CUNA Mutual Group is a financially strong insurance and investment company. For generations, we've partnered with credit union leaders to protect and grow their businesses, and help people plan, protect and invest for their future. CUNA Mutual Group offers commercial and personal insurance products; lending and payment security solutions; and retirement, investment and marketing services. Additional information about the company can be found at [cunamutual.com](http://cunamutual.com).

### **About EXL**

EXL (NASDAQ:EXLS) is a leading operations management and analytics company that designs and enables agile, customer-centric operating models to help clients improve their revenue growth and profitability. Our delivery model provides market-leading business outcomes using EXL's proprietary Business EXLerator Framework®, cutting-edge analytics, digital transformation and domain expertise. At EXL, we look deeper to help companies improve global operations, enhance data-driven insights, increase customer satisfaction, and manage risk and compliance. EXL serves the insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics industries. Headquartered in New York, New York, EXL has more than 27,000 professionals in locations throughout the United States, Europe, Asia (primarily India and Philippines), South America, Australia and South Africa. For more information, visit [www.exlservice.com](http://www.exlservice.com).

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