

FOR IMMEDIATE RELEASE



EFG Companies Hits the Trifecta at the Stevie® Awards

-Silver in Field Sales Team of the Year – Bronze in Contact Center of the Year (Up to 100 Seats) – Bronze in Business Development Achievement of the Year-

DALLAS, TX (February 28, 2015) EFG Companies, the innovator behind the award-winning Hyundai Assurance program, announced today that the company was recognized at the 9th Annual Stevie® Awards for Sales and Customer Service, a feature of the American Business AwardsSM, the USA's top business awards program. EFG was presented with awards in three categories: a Bronze award in Contact Center of the Year (Up to 100 Seats), a Silver award for Field Sales Team of the Year, and a Bronze award in Business Development Achievement of the Year.



These awards are the latest example of EFG's continued efforts to set a high bar in the consumer protection product industry for client engagement and overall customer experience. For example, EFG partnered with Troubadour Research and Consulting, who conducts national research with brands such as Kaiser Permanente, Toyota, and Samsung Mobile, to administer a client satisfaction study, analyzing both qualitative and quantitative metrics. Among the key findings, EFG's net promoter score ranked higher than Apple iPhone, Southwest Airlines, USAA Banking and Insurance, and Nordstrom. In addition, EFG is the only product provider awarded the Automotive Service Excellence (ASE) Blue Seal of Excellence, with EFG's claims adjusters averaging 15 years of experience; and, EFG is also the only administrator to be certified as a Center of Excellence by Benchmark Portal – a customer service designation that less than 10% of companies evaluated achieve.

For close to 40 years, EFG has developed products to protect consumers from the risks associated with costly vehicle mechanical breakdowns. As a product administrator, EFG provides innovative solutions to drive higher profitability and customer satisfaction for auto manufacturers, retail automotive dealerships, lenders, and property and casualty insurance agents. EFG surrounds its clients with an engagement model that incorporates a broad array of marketing and training services to facilitate the compliant and successful sales of consumer protection products.

"These awards and certifications reflect the strides we have made to set the example and raise the industry bar in providing superior client service," said John Pappanastos, President & CEO, EFG Companies. "At EFG, we are obsessive about performance measurement and accountability. Receiving the Stevie awards is a tremendous honor. They are a confirmation of the progress that we've made as a business and a testimony to the talent and commitment of our employees. I couldn't be more proud of them."

"Entries to the Stevie Awards for Sales & Customer Service awards have more than doubled over the past three years," said Michael Gallagher, president and founder of the Stevie Awards. "The widespread support of this program illustrates the importance of the functions it recognizes to business success. This year's Stevie Award winners are the

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highest rated in the history of the awards, and we congratulate all of the winners on their commitment to excellence and innovation."

This year's Stevie Awards competition evaluated more than 1,900 nominations from organizations of all sizes and in virtually every industry, an increase of 27% over 2014. Finalists were determined by the average scores of 139 professionals worldwide, acting as preliminary judges. Entries were considered in 54 categories for customer service, 50 categories for sales and business development achievements, and categories to recognize new products and services and solution providers. The Business Development categories are new for 2015.

The awards were presented to EFG on February 27th during a gala banquet at the Bellagio Hotel in Las Vegas.

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About EFG Companies

EFG Companies combines almost 40 years of experience serving as an industry innovator of consumer and vehicle protection programs with the company's commitment to raising the industry bar in providing superior client engagement. With their field and administrative teams AFIP and ASE certified, EFG's professionals provide world-class product development and administration, go-to-market strategies, training and auditing support across a multitude of channels. www.efgcompanies.com

About The Stevie Awards

The Stevie Awards are conferred in six programs: The American Business Awards, the German Stevie Awards, The International Business Awards, the Stevie Awards for Women in Business, the Stevie Awards for Sales & Customer Service, and the Asia-Pacific Stevie Awards. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at <http://www.StevieAwards.com>, and follow the Stevie Awards on Twitter @TheStevieAwards.