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EFG Companies Sole F&I Provider Named Top 100 Call Center by BenchmarkPortal *-Company Ranked in the Top 25 Quartile Across All Industries Nationally -*

DALLAS, TX (May 5, 2016) EFG Companies, the innovator behind the award-winning Hyundai Assurance program, announced today that it is the only F&I product provider to be named to the BenchmarkPortal “Top 100” call centers for 2016 – and is ranked in the Top 25 quartile for call centers with 5-50 staff members. The BenchmarkPortal “Top 100” competition compares the performance of contact centers throughout North America by evaluating their key metrics against industry peers.

Based entirely on statistical comparison to the world's largest and most respected database of call center metrics, the BenchmarkPortal “Top 100” competition can objectively identify centers who are achieving superior results both in financial and qualitative terms. Throughout its nearly 40-year history, EFG has continually demonstrated their commitment to exceed customer expectations. The company's average claims call speed to answer is less than 30 seconds, 67 percent of total claims are one call claims, and 96 percent of all claims are paid within one hour of receipt of invoice.



“Our clients rely on our expertise and quality customer service when it comes to administering customer claims,” said John Pappanastos, President and CEO, EFG Companies. “We operate knowing that our claims administration reflects back on our clients’ business and brand. By demonstrating our high level of expertise with this certification, we are giving our clients the highest confidence that all claims will be handled expertly, efficiently and respectfully, promoting a positive overall customer experience and driving greater customer loyalty for their business.”

“The EFG Companies contact center is among the best in its industry,” said Bruce Belfore, CEO of BenchmarkPortal. “This award was granted on the basis of objective, metrics-driven performance. EFG Companies stood tall against its competitors according to the world's largest database of call center metrics. This is not easy to do, and we congratulate them on their accomplishment.”

EFG believes longevity and success is ultimately measured by a simple premise: keeping a promise to a customer at a time when they need it most. EFG prides itself on being a claims-honoring third-party administrator and this certification only enhances the company's commitment to fulfill that promise.

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About EFG Companies

EFG Companies combines over 37 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 BenchmarkPortal

BenchmarkPortal hosts the world's largest database of contact center metrics, which is constantly being refreshed with new data. BenchmarkPortal's mission is to provide contact center managers with the tools and information that will help them optimize their efficiency and effectiveness in their customer communications. The BenchmarkPortal team of professionals has gained international recognition for its innovative approach to best practices for the contact center industry. www.BenchmarkPortal.com