

Ameritas Group Division Earns Tenth Consecutive Center of Excellence Certification

Lincoln, Neb. (March 10, 2017) –The group division of Ameritas Life Insurance Corp. has earned BenchmarkPortal’s Center of Excellence Call Center Certification for the tenth consecutive year.

“When you call Ameritas, we want to help you as quickly as possible and provide an answer or solution,” said Karen Gustin, Ameritas group division executive vice president. “We work very hard to meet our customers’ needs, which is why we are so proud of our consistent record of recognition for excellence. It speaks to the commitment our associates have to providing outstanding service every day.”

Contact centers achieve the Center of Excellence distinction based on best-practice metrics drawn from the world’s largest database of objective and quantitative data that is audited and validated by researchers from BenchmarkPortal.



BenchmarkPortal awards the Center of Excellence designation to customer service call centers that rank in the top ten percent of the call centers surveyed. Those contact centers that demonstrate superior performance on both cost-related metrics and quality-related metrics, compared with their industry peers, earn the award.

"Attaining Center of Excellence certification once is already a great achievement. Maintaining that status for ten years is a rare and exceptional feat indeed. It speaks of a consistent and focused dedication to customer service, while also containing financial costs," said Bruce Belfiore, BenchmarkPortal chief executive officer. "A decade of certification places Ameritas with a very restricted pantheon of contact centers. I congratulate Ameritas for this truly outstanding performance."

The group division also recently ranked third in BenchmarkPortal’s 2017 Top 100 awards for medium-sized call centers. Leading call centers are judged on key performance indicators for efficiency and quality service. This is the second year in a row Ameritas has achieved this third place ranking.

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About Ameritas

Ameritas — Ameritas Life Insurance Corp. and its affiliated companies — offers a wide range of insurance and financial products and services to individuals, families and businesses. The group division of Ameritas has served customers since 1959 and today provides dental, vision, and hearing care products and services, insuring or administering benefits for more than 6.4 million people nationwide. Ameritas has one of the largest dental networks in the country with more than 413,500 access points. Its contact center has earned BenchmarkPortal’s Center of Excellence certification every year since 2007 and placed third in BenchmarkPortal’s Top 100 for medium call centers in 2016. In New York, dental, vision and hearing care products are offered through Ameritas Life Insurance Corp. of New York. To learn more about Ameritas, visit ameritas.com or ameritasinsight.com.

About BenchmarkPortal

Founded in 1995, BenchmarkPortal is a global leader in the contact center industry, providing benchmarking, certification, training, consulting, research and industry reports. The BenchmarkPortal team of professionals has gained international recognition for its innovative approach to best practices for the contact center industry. 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. For more information on BenchmarkPortal please call 1-800-214-8929 or visit www.BenchmarkPortal.com

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