

Ameritas Earns Seventh Center of Excellence, Top 100 Award from BenchmarkPortal

May 7, 2014//Lincoln, Neb.//For the seventh year in a row, the contact center associates in Ameritas Life Insurance Corp.'s group division are proud recipients of BenchmarkPortal's coveted Center of Excellence award. Center of Excellence recognition is one of the most prestigious awards in the customer service industry. In addition, they also placed in BenchmarkPortal's Top 100 for small centers.

Ken VanCleave, Ameritas group division president, said, "Our call center associates answer over two million phone calls each year to assist our dental, vision and hearing care customers. Each call is handled with care, so it's always a pleasure when our associates are recognized for a job well done."

Contact centers achieve the Center of Excellence distinction based on best-practice metrics drawn from the world's largest and most-respected database of objective and quantitative data from BenchmarkPortal. Only the top 10 percent of participating contact center teams earn the Center of Excellence, and attaining seven in a row is an achievement held only by a handful of companies.

The Top 100 competition compares the performance of contact centers throughout North America by evaluating their key metrics against industry peers. The process is based on statistical comparison to BenchmarkPortal's database and objectively identifies centers that are achieving superior results in cost and quality.

Bruce Belfiore, BenchmarkPortal chief executive officer, added, "We certified Ameritas' customer care operations as a Center of Excellence after evaluating the company's effectiveness in interacting with their customers. Also earning Top 100 status in the small centers category, Ameritas' contact center is among the best in its industry. Placing in the top 100 is not easy to do, and we congratulate them on their accomplishment."

About Ameritas

The group division of Ameritas Life Insurance Corp. has served customers since 1959 and today provides dental, vision and hearing care products and services for nearly 110,000 employer groups, insuring or administering benefits for more than 5.4 million people nationwide. Ameritas has one of the largest dental networks in the country with more than 303,000 access points. Its contact center has earned BenchmarkPortal's Center of Excellence certification since 2007 and was named fourth in BenchmarkPortal's Top 100 contest in 2011. In New York, products are offered through Ameritas Life Insurance Corp. of New York. To learn more about the Ameritas group division, visit ameritasgroup.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 in the contact center industry. BenchmarkPortal hosts the world's largest database of contact center metrics, which is constantly being refreshed with new data. Its mission is to provide contact center managers with the tools and information to help them optimize effectiveness in customer communications. For more information about BenchmarkPortal, please call 800-214-8929 or visit www.BenchmarkPortal.com.

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