

Ameritas Joins Ranks of Leading Support Centers in the 2013 HDI CSAT Elite 50

Lincoln, Neb.//May 31, 2013// HDI, the world's largest professional association and certification body for technical service and support professionals, has recognized Ameritas Life Insurance Corp. group division's group technical support (GTS) as #1 out of the top 50 support centers in the 2013 HDI CSAT Elite 50. In addition, Ameritas' IT hardware department in Cincinnati finished second and Ameritas IT support center finished sixth.

HDI uses the HDI Customer Satisfaction Index (CSI) service to track and trend customer satisfaction ratings from year to year. Based solely on the data collected over a 12-month period, participating technical service and support centers are identified as leaders in the industry. The 50 support centers with the highest scores are then recognized by HDI as members of the HDI CSAT Elite 50, receiving a certificate of recognition they can proudly display in their offices as a symbol of their commitment to excellence. Teams that qualify for the HDI CSAT Elite 50 ranking are recognized at the HDI Annual Conference & Expo, where they are lauded as industry leaders before their peers and other organizations.

Support teams can qualify for the HDI CSAT Elite 50 ranking each year provided they receive a minimum of 500 survey responses over a six-month period. The support centers' overall customer satisfaction ratings are based on 12 months of data to allow for accurate trending.

Teams can learn more about the HDI CSAT Elite 50 ranking online at www.ThinkHDI.com/CSATElite or by calling the HDI Customer Care Center at 800.248.5667.

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ABOUT HDI | HDI is the professional association and certification body for the technical service and support industry. Facilitating collaboration and networking, HDI hosts acclaimed conferences and events, produces renowned publications and research, and certifies and trains thousands of professionals each year. HDI also connects solution providers with practitioners through industry partnerships and marketing services. Guided by an international panel of industry experts and practitioners, HDI serves a community of more than 120,000 technical service and support professionals and is the premier resource for best practices and emerging trends. For more information about HDI, visit www.ThinkHDI.com or call 800.248.5667.

ABOUT UBM TECH | UBM Tech is a global media business that provides information, events, training, data services and marketing solutions for the technology industry. Its media brands and information services inform and inspire decision makers across the entire technology market — engineers and design professionals, software and game developers, solutions providers and integrators, networking and communications executives and business technology professionals. UBM Tech's industry-leading media brands include EE Times, Interop, Black Hat, InformationWeek, Game Developer Conference, CRN and DesignCon. The company's information products include research, education, training and data services that accelerate decision making for technology buyers. UBM Tech also offers a full range of marketing services based on its content and technology market expertise, including custom events, content marketing solutions, community development and demand generation programs. UBM Tech is a part of UBM (UBM.L), a global provider of media and information services with a market capitalization of more than \$2.5 billion.

About the Group Division of Ameritas Life Insurance Corp. | 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 PPO dental networks in the country with more than 268,000 access points. Its customer service claims contact center earned BenchmarkPortal's prestigious Center of Excellence certification for 2012, the sixth consecutive year. In 2011, the Ameritas group division was named fourth in BenchmarkPortal's Top 100 contest. In New York, products are offered through Ameritas Life Insurance Corp. of New York.

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