

Ameritas Earns Eighth Consecutive Center of Excellence Award from BenchmarkPortal

March 16, 2015//Lincoln, Neb.//Ameritas Life Insurance Corp.'s group division has been awarded the BenchmarkPortal Center of Excellence award for the eighth consecutive year. Among the top honors in the customer service industry, the award recognizes the company's commitment to making access to care easy for its dental, vision and hearing care customers.

Ken VanCleave, Ameritas group division president, said, "Achieving eight consecutive awards is truly incredible. I am extremely proud of our contact center associates and all they do to delight our customers. To meet or exceed BenchmarkPortal's measurements year after year truly showcases the energy and dedication of our contact center associates."



BenchmarkPortal awards the Center of Excellence designation to customer service contact centers that rank in the top 10 percent of all contact centers that participate. They are judged against a balanced scorecard of metrics for efficiency and effectiveness, including building customer loyalty. Contact centers that provide superior performance on both cost- and quality-related metrics, as compared to their industry peers, earn the award.

Bruce Belfiore, BenchmarkPortal chief executive officer, said, "A contact center that seeks and achieves the Center of Excellence certification from BenchmarkPortal demonstrates a noteworthy commitment to service excellence. For Ameritas, the lucky beneficiaries of its strong commitment to customer service are its customers, employees and business partners alike."

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 Life Insurance Corp. has served customers since 1959 and today provides dental, vision and hearing care products and services, insuring or administering benefits for more than six million people nationwide. Ameritas has one of the largest dental networks in the country with more than 348,000 access points. Its contact center has earned BenchmarkPortal's Center of Excellence certification since 2007 and placed in BenchmarkPortal's Top 100 contest for small centers in 2014. In New York, 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. The organization hosts the world's largest database of contact center metrics. Its mission is to provide contact center managers with the tools and information to help optimize efficiency and effectiveness in customer communications. For more information about BenchmarkPortal, please call 800-214-8929 or visit benchmarkportal.com.

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