

## Ameritas Group Division Ranks Third in BenchmarkPortal's Top 100 Call Centers

May 9, 2016//Lincoln, Neb.// The group division of Ameritas Life Insurance Corp. announced today the company ranked third in BenchmarkPortal's 2016 Top 100 awards for medium-sized call centers. Leading call centers are judged on key performance indicators for efficiency and quality service. First and second places went to XEROX New Jersey E-ZPass and Mayo Medical Laboratories, respectively. Ameritas is honored to be among these top performers.

Karen Gustin, LLIF, Ameritas group division executive vice president, said, "In our competitive industry, service is what sets us apart. Our call center associates pay claims and answer nearly two million calls each year from our dental, vision and hearing care insurance customers. Placing third in the Top 100 is outstanding. Congratulations to our call center associates and trainers for their exceptional performance."

Working in a call center is about providing excellent service with resolutions that require low customer effort. In addition to BenchmarkPortal's measurements, Ameritas group division's call center associates are held to its own service standards for claims turnaround time, claims accuracy, speed of answering calls and caller satisfaction.

"Each associate goes through extensive training prior to becoming a call center team member," Gustin continued. "It's the only way to provide and maintain the kind of service that has earned Ameritas the BenchmarkPortal's Center of Excellence award for nine consecutive years [2007 - 2015]. With the addition of the 2016 Top 100 award, Ameritas is in an elite class of service providers."

Bruce Belfiore, BenchmarkPortal CEO, said, "Our Top 100 recognition showcases the best call centers in North America in regard to quality service and cost efficiency. Congratulations, Ameritas, on your third-place win. This is a great accomplishment."

### About Ameritas

Founded in 1887, 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 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. In New York, products are offered through Ameritas Life Insurance Corp. of New York. To learn more about Ameritas, visit [ameritas.com](http://ameritas.com) or [ameritasinsight.com](http://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, visit [benchmarkportal.com](http://benchmarkportal.com).



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