

## Ameritas Group Division Earns 12th Center of Excellence

Lincoln, Neb., (March 25, 2019) – One dozen. That's how many Center of Excellence Call Center Certifications from BenchmarkPortal the group division of Ameritas Life Insurance Corp. has earned since 2006. Only a handful of other companies have achieved this many wins. To earn it, contact centers must demonstrate superior cost- and quality-related performance as compared with their industry peers.

Karen Gustin, Ameritas group division executive vice president, said, "Our policyholders and plan members across the country depend on us for benefits and claims support all year long. With two call center shifts and three locations, our customers' needs are at the forefront of everything we do."



BenchmarkPortal best practices for effective workforce management include building an environment that encourages innovation and accountability. This demands regular training and coaching for employees, so they have the expertise and resources they need to handle a wide variety of customer inquiries.

Bruce Belfiore, BenchmarkPortal chief executive officer, said, "Center of Excellence certification signifies that Ameritas has successfully balanced efficiency and effectiveness in their call center operations. By optimizing their cost components and ability to meet or exceed customer expectations, Ameritas exemplifies call center best practices year after year."

The group division of Ameritas has served customers since 1959, and today provides dental, vision, hearing and student loan repayment benefits and services nationwide. Ameritas has one of the five largest dental networks in the country. Its contact center has earned BenchmarkPortal's Center of Excellence award since 2006 and placed third in BenchmarkPortal's 2016 and 2017 Top 100 competitions for medium call centers. In New York, products are offered through Ameritas Life Insurance Corp. of New York. To learn more about the Ameritas group division, visit [ameritas.com/dental](http://ameritas.com/dental) or [ameritasinsight.com](http://ameritasinsight.com).

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### About Ameritas®

Ameritas is a marketing name for Ameritas Mutual Holding Company and its affiliated subsidiary companies, including Ameritas Life Insurance Corp. and Ameritas Life Insurance Corp. of New York. Founded in 1887, Ameritas offers a wide range of insurance and financial products and services to individuals, families and businesses. These products and services include life insurance; annuities; individual disability income insurance; group dental, vision and hearing care insurance; retirement plans; investments; asset management; and public finance. Securities and investment advisory services offered through affiliate Ameritas Investment Corp., member FINRA/SIPC. For more information, visit [ameritas.com](http://ameritas.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, visit [benchmarkportal.com](http://benchmarkportal.com).

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