



## EXL Expands Insurance Operations in Kansas City Area

June 25, 2018

NEW YORK, June 25, 2018 (GLOBE NEWSWIRE) -- EXL (NASDAQ:EXLS), a leading Operations Management and Analytics company, today announced the expansion of its U.S.-based operations with the opening of a new center in Lee's Summit, Missouri, within the Kansas City metropolitan area.

"In the past year, EXL has expanded into multiple U.S. markets including Richmond, VA, Tampa, FL, and Dallas," said Pavan Bagai, President and Chief Operating Officer at EXL. "As the work we perform for our clients becomes more complex and strategic in areas such as digital or touches highly regulated areas, we will continue to assess our global footprint to deliver greater value to our clients."

In 2017, EXL established a customer support hub for the insurance industry in the Kansas City area. This year, EXL expanded into a new center, which is expected to support 250 service agents by later this year.

"We are excited to welcome EXL's expansion in Missouri, and in Lee's Summit," said Missouri Governor Mike Parson. "Lee's Summit is a great community that knows how to celebrate life and support the companies that invest in the region with highly talented people. I look forward to seeing the growth and success of EXL in Missouri."

Vikas Bhalla, Executive Vice President and Insurance Business Head, EXL, stated, "From our Kansas City metropolitan area location, we combine a world-class facility with talented insurance professionals, adding to our industry-leading domain expertise. We remain committed to collaborating with our clients on transformative solutions that deliver the superior business outcomes from wherever work is best done."

"We are excited that EXL chose Lee's Summit for the location of its next customer service operation. Businesses such as EXL help strengthen our economy and provide quality job opportunities for our talented and highly trained workforce," said Lee's Summit Mayor Bill Baird. "Lee's Summit is well positioned and committed to an economic policy that supports business growth while nurturing new ideas."

Ranked annually as an industry leader by multiple analyst firms, EXL has more than 500 insurance clients globally across property and casualty and life and annuity insurers. EXL integrates operations management, advanced analytics, technology platforms to help clients streamline operations, manage risk, improve customer acquisition and retention, launch new products and execute digital transformation strategies.

"The Kansas City region is a popular destination for companies looking for a central location in the U.S., employees with a strong work ethic, and highly efficient customer support operations," said Tim Cowden, President and CEO, Kansas City Area Development Council, the regional economic development organization for the 18-county Kansas City metropolitan area. "We're thrilled to see a company like EXL commit to the Summit Technology campus, one of our region's top workforce development assets."

Said Steve Johnson, CEO of Missouri Partnership a public-private economic development organization, "Missouri's central time zone and neutral accent gives companies the talent and the workday flexibility to provide customer contact support nationwide. Missouri's expertise in financial services, health innovation, and transportation and logistics, ensure we are developing the talent needed to provide high-quality business services support across these industries."

The new center will be located at 777 NW Blue Parkway, Lee's Summit, MO 64086.

### About EXL

EXL (NASDAQ:EXLS) is a leading operations management and analytics company that designs and enables agile, customer-centric operating models to help clients improve their revenue growth and profitability. Our delivery model provides market-leading business outcomes using EXL's proprietary Business EXLerator Framework®, cutting-edge analytics, digital transformation and domain expertise. At EXL, we look deeper to help companies improve global operations, enhance data-driven insights, increase customer satisfaction, and manage risk and compliance. EXL serves the insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics industries. Headquartered in New York, New York, EXL has more than 27,000 professionals in locations throughout the United States, Europe, Asia (primarily India and Philippines), South America, Australia and South Africa. For more information, visit [www.exlservice.com](http://www.exlservice.com).

**Continuing Statement Regarding Forward-Looking Statements** This press release contains forward-looking statements. You should not place undue reliance on those statements because they are subject to numerous uncertainties and factors relating to EXL's operations and business environment, all of which are difficult to predict and many of which are beyond EXL's control. Forward-looking statements include information concerning EXL's possible or assumed future results of operations, including descriptions of its business strategy. These statements may include words such as "may," "will," "should," "believe," "expect," "anticipate," "intend," "plan," "estimate" or similar expressions. These statements are based on assumptions that we have made in light of management's experience in the industry as well as its perceptions of historical trends, current conditions, expected future developments and other factors it believes are appropriate under the circumstances. You should understand that these statements are not guarantees of performance or results. They involve known and unknown risks, uncertainties and assumptions. Although EXL believes that these forward-looking statements are based on reasonable assumptions, you should be aware that many factors could affect EXL's actual financial results or results of operations and could cause actual results to differ materially from those in the forward-looking statements. These factors, which include our ability to successfully close and integrate strategic acquisitions, are discussed in more detail in EXL's filings with the Securities and Exchange Commission, including EXL's Annual Report on Form 10-K. These risks could cause actual results to differ materially from those implied by forward-looking statements in this release. You should keep in mind that any forward-looking statement made herein, or elsewhere, speaks only as of the date on which it is made. New risks and uncertainties come up from time to time, and it is impossible to predict these events or how they may affect EXL. EXL has no obligation to update any forward-looking statements after the date hereof, except as required by federal securities laws.

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