



EXL named a U.S. Leader in three categories for the fourth consecutive year in ISG Provider Lens™ Insurance Digital Services Report

January 23, 2023

NEW YORK, Jan. 23, 2023 (GLOBE NEWSWIRE) -- EXL [NASDAQ: EXLS], a leading data analytics and digital operations and solutions company, announced that it has been named a Leader in the U.S. for Life & Retirement Insurance BPO Services, Property & Casualty Insurance BPO and Life & Retirement TPA Insurance Services in the ISG Provider Lens™ Insurance Services 2022 report.

The 2022 report marks the fourth consecutive time that EXL has earned these Leader designations. ISG cites EXL's commitment to innovation, competitive stability and comprehensive product and service offerings as the defining characteristics in its standing as a Leader in all three categories for 2022.

"With market volatility swirling throughout the insurance industry, 2023 will be a proving ground for firms that crack the code on delivering their customers better solutions and services at a lower cost," said Vikas Bhalla, executive vice president and head of the Insurance Business at EXL. "In order to provide a superior customer experience, insurers will need to be able to provide highly personalized solutions backed by robust data, powerful analytics and engaging digital tools. We're honored once again to be among those leading the charge in the insurance space and we look forward to continuing to set the pace for innovation in the industry."

ISG Provider Lens™ is a practitioner-led service provider comparison, powered by ISG's advisory experience and data-driven research. ISG's Research reports provide independent vendor evaluations and enterprise buying behavior segmentation. Provider positioning is based on a neutral and independent research, such as quantitative data that includes provider surveys, product testing and customer interviews.

"EXL has consistently proven that they understand their clients' respective needs and have found a way to continually raise the bar in their product offerings to meet those challenges," said Ashish Jhaharia, lead analyst and co-author of the ISG Provider Lens™ Insurance Services 2022 report. "As EXL continues to innovate, its insurance clients in Life & Retirement Insurance BPO Services, Property & Casualty Insurance BPO and Life & Retirement TPA Insurance Services will continue to thrive thanks to AI-leveraged forecasting and data-informed decision making."

To read more about the report and to see how EXL compares to its competition, click [here](#). For more information about EXL's solutions for the insurance industry, click [here](#).

About EXL

EXL (NASDAQ: EXLS) is a leading data analytics and digital operations and solutions company that partners with clients to improve business outcomes and unlock growth. By bringing together deep domain expertise with robust data, powerful analytics, cloud, artificial intelligence ("AI") and machine learning ("ML"), we create agile, scalable solutions and execute complex operations for the world's leading corporations in industries including insurance, healthcare, banking and financial services, media, and retail, among others. Focused on driving faster decision-making and transforming operating models, EXL was founded on the core values of innovation, collaboration, excellence, integrity and respect. Headquartered in New York, our team is over 43,100 strong, with more than 50 offices spanning six continents. For more information, visit www.exlservice.com.

Cautionary 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, our ability to respond to and manage public health crises, including the outbreak and continued effects of COVID-19 pandemic, are discussed in more detail in EXL's filings with the Securities and Exchange Commission, including EXL's Quarterly Report on Form 10-Q and 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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