



## EXL named a Leader in four categories in ISG Provider Lens™ Insurance Digital Services North America Report

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NEW YORK, Feb. 27, 2025 (GLOBE NEWSWIRE) -- EXL [NASDAQ: EXLS], a global data and AI company, announced it has been named a Leader in four categories in the ISG Provider Lens™ Insurance Services 2024 report. Earning top honors in the North American Life & Retirement Insurance BPO Services, Property & Casualty Insurance BPO, Life & Retirement TPA Insurance Services, and Insurance ITO Services – Midmarket, categories, EXL demonstrated its deep expertise in all aspects of the insurance industry.

The 2024 report reflects EXL's sustained excellence as a top performer. This is the third consecutive time that EXL has earned Leader designations for Life & Retirement Insurance BPO Services, Property & Casualty Insurance BPO, Life & Retirement TPA Insurance Services in North America. Meanwhile, this is the first time EXL has earned the Leader designation for Insurance ITO Services – Midmarket.

"At a time when new technologies and economic fluctuations have disrupted the insurance industry to its very core, our commitment to provide our clients with solutions backed by robust data, powerful analytics and cutting-edge AI has become more valuable than ever," said Vivek Jetley, president and head of insurance, healthcare and life sciences at EXL. "Being recognized in three categories once more—now with an added Leader designation—reinforces our drive to innovate, push boundaries and deliver unparalleled results for our clients."

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 neutral and independent research, such as quantitative data that includes provider surveys, product testing and customer interviews.

"EXL has leveraged the power of GenAI to transform the insurance business," said Ashish Jhaharia, lead analyst and co-author of the ISG Provider Lens™ Insurance Services 2024 report. "As EXL continues to excel at providing essential support to insurance carriers as they embark on a journey toward data-driven digital transformation, they stand poised to thrive in 2025."

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 global data and AI company that offers services and solutions to reinvent client business models, drive better outcomes and unlock growth with speed. EXL harnesses the power of data, AI, and deep industry knowledge to transform businesses, including the world's leading corporations in industries including insurance, healthcare, banking and capital markets, retail, communications and media, and energy and infrastructure, among others. EXL was founded in 1999 with the core values of innovation, collaboration, excellence, integrity and respect. We are headquartered in New York and have approximately 59,000 employees spanning six continents. For more information, visit [www.exlservice.com](http://www.exlservice.com).

### Cautionary Statement Regarding Forward-Looking Statements

This press release contains forward-looking statements within the meaning of the United States Private Securities Litigation Reform Act of 1995. 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 maintain and grow client demand, our ability to hire and retain sufficiently trained employees, and our ability to accurately estimate and/or manage costs, rising interest rates, rising inflation and recessionary economic trends, are discussed in more detail in EXL's filings with the Securities and Exchange Commission, including EXL's Annual Report on Form 10-K. 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.

### Contacts

#### Media

Keith Little

+1 703-598-0980

[media.relations@exlservice.com](mailto:media.relations@exlservice.com)

#### Investor Relations

John Kristoff

+1 212 209 4613

[IR@exlservice.com](mailto:IR@exlservice.com)