



# EXL OVERVIEW

## BECOMING THE INDISPENSABLE PARTNER FOR DATA-LED BUSINESS

RW Baird 2021 Global Consumer,  
Technology & Services Conference  
June 9, 2021

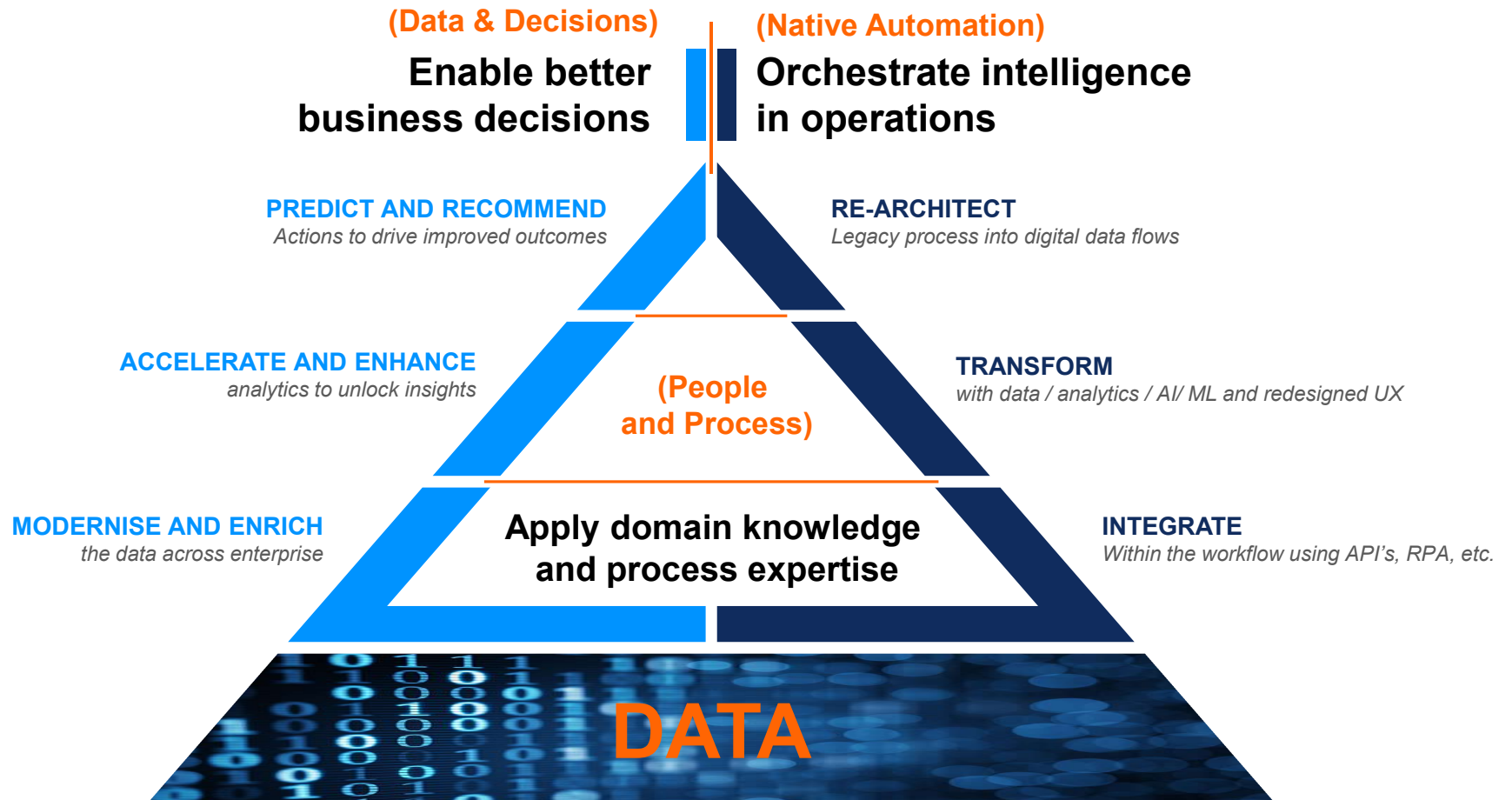
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## CAUTIONARY STATEMENT



- **Cautionary Statement Regarding Forward-Looking Statements** *This presentation 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 the coronavirus (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.*

# EXL: BECOMING THE INDISPENSABLE PARTNER FOR DATA-LED BUSINESS



# EXL CREDENTIALS



**1999**

Established in April



**EXLS**

NASDAQ listed



**720+**

Clients



**\$1.04 to 1.07 B**

Revenue Guidance 2021



**31,600+**

Professionals



**17.6%**

Revenue CAGR from 2006-20



**INSURANCE**



**HEALTHCARE**



**EMERGING**



**ANALYTICS**

- Accelerated and enhanced analytics to unlock insights
- Innovation through cutting-edge analytics
- Deep experience & expertise across industry verticals



**OPERATIONS MANAGEMENT**

- CX led operations Management approach
- Domain combined with Digital capabilities
- Licensed TPA\* with Digital suite of Platforms

## Industry and Analyst Recognition



**Customers' Choice**

Gartner Peer Insights Customers' Choice for Data and Analytics Service Providers, 2020 – based solely on customer feedback



**Leader in The Forrester Wave™**  
Insights-Driven BPO, Q4, 2020



**Leader in ISG Provider Lens™**  
Insurance BPO Services US



**Leader & Star Performer**  
in Property and Casualty Insurance BPO Services PEAK Matrix® 2020



**Leader in Clinical and Care Management BPS** PEAK Matrix® 2019



**Top Ranking Risk Adjustments and Analytics, 2020**

# BEST IN CLASS LEADERSHIP AND TALENT SOURCED GLOBALLY



60

Global delivery  
centers in 25 locations

25+

Languages  
supported

## Our People

4,900+

Data Scientists and  
Analytics professionals

1,000+

Digital experts

200+

Automation and robotics technology  
experts and solution architects

1,800+

Nurses, doctors & clinicians

1,000+

Lean Six Sigma Professionals

400+

Actuarial experts

30+

Attorneys in our legal support  
services team



# DEEP DOMAIN EXPERTISE AND INDUSTRY FOCUS



We're strategic digital transformation partners who drive breakthrough results for our clients. We believe there is always a better way. We look deeper, we find it, and we make it happen.

## ANALYTICS



End-to-end data and analytics capabilities with domain focused solutions



**Market Leading  
Capability**

## INSURANCE



Bringing together our industry knowledge, client relationships and digital capabilities to deliver differentiated value to our clients



**Deep  
Industry Focus**

## HEALTHCARE



Developing and scaling new digital solutions powered by deep process expertise



**New  
Growth Engines**

## EMERGING



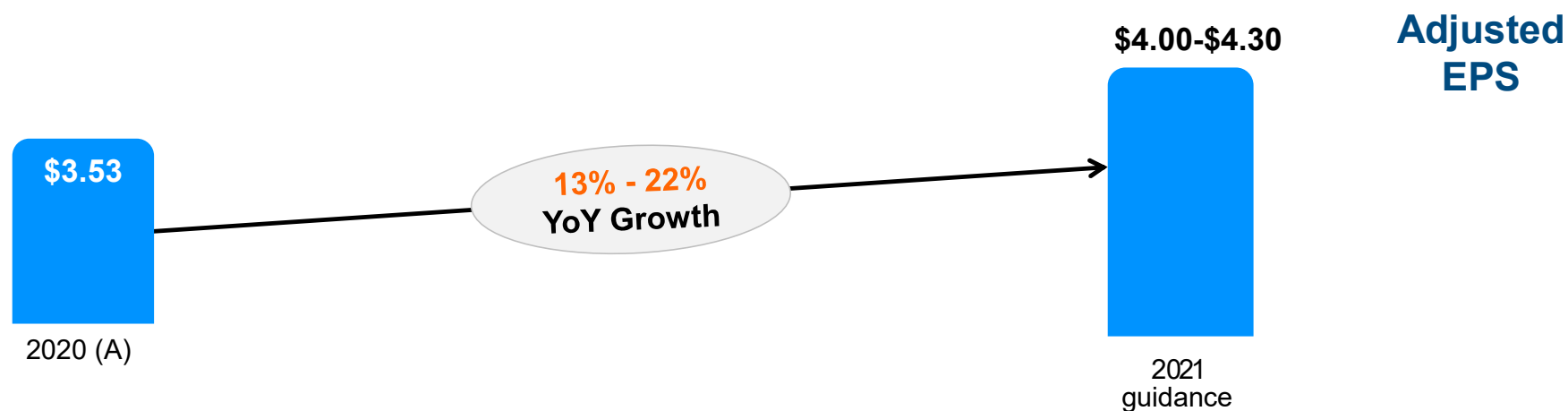
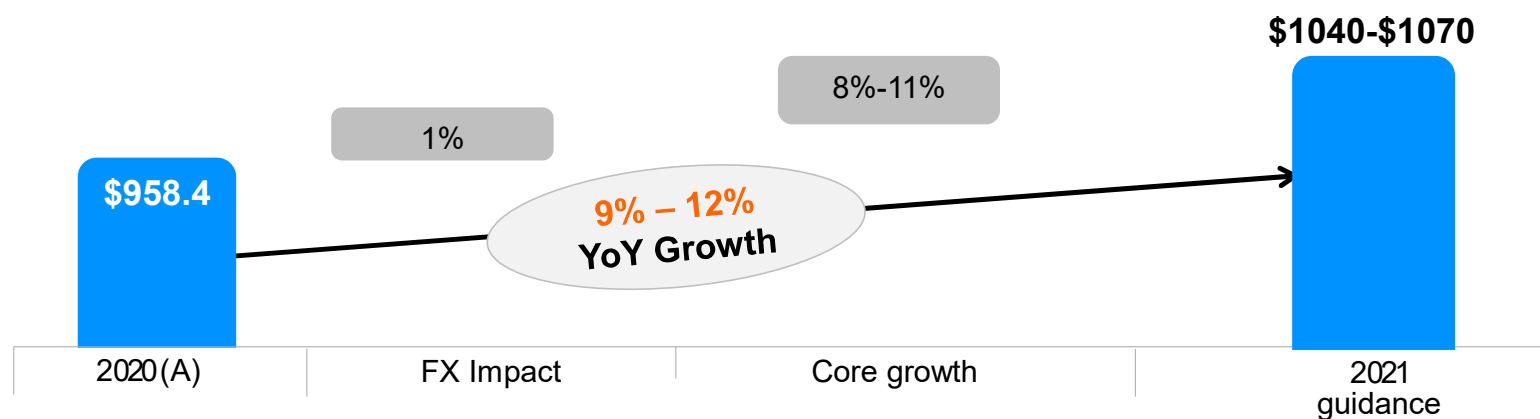
# INDUSTRY WE SERVE




# 2021 GUIDANCE



USD M







# EXL INSURANCE OVERVIEW

June 9, 2021

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# INSURANCE SERVICES IS A LARGE AND FAST GROWING MARKET



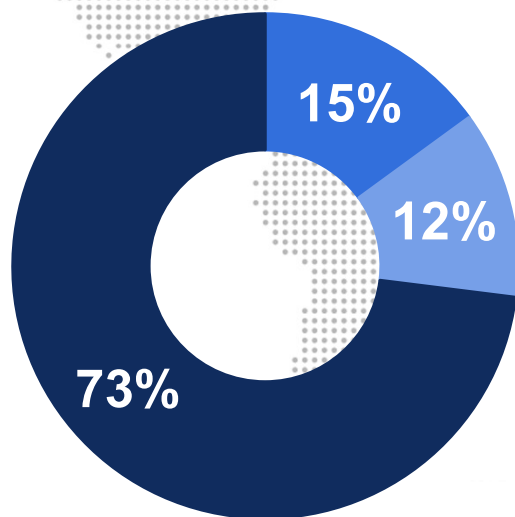
**\$1.6 Trillion Written  
Premium (annual)**  
across UK, Australia & USA

**X**

**~7% addressable  
expense ratio**



**~\$112  
Billion**  
Addressable  
Market. EXL is  
targeting ...



## Addressable

## Currently Outsourced

■ UK	\$17 Billion	\$2.2 Billion
■ Australia	\$13 Billion	\$0.8 Billion
■ USA	\$81 Billion	\$17 Billion
Total	\$112 Billion	\$20 Billion

... and growing at **7 to 8%** with Insurance  
Analytics growing at **10 to 15%**

#### Sources:

- Growth rate & outsourced spend from Gartner's Forecast: Enterprise IT Spending for the Insurance Market, Worldwide, 2014-2020, 4Q20 update
- Written premium and addressable expenses taken from NAIC USA, ABI UK and APRA Australia

# WE WERE BORN OUT OF AN INSURANCE COMPANY



**530+ Clients**

Life & Annuities | Property & Casualty | Health  
| Group & Retirements

**9** of the leading **10**  
US Insurers

**3** of the leading **5**  
UK Insurers

**3** of the leading **5**  
Australian Insurers

**2** of the leading **5**  
Global Brokers

**25** Clients  
Insurance F&A and Actuarial



**Insurance Analytics**

Laser Focused  
on Outcomes

**RPM Direct Marketing**

E2E Marketing Analytics for Insurers

**Datasource**

Complete Data Management Solution

**Analytics CoE**

insurance Analytics Solutions across  
the value chain

**Embedded Analytics**

Deep analytics based insights embedded in  
operations management



**15,000+ Insurance Professionals**

Largest Operations Management,  
Analytics and F&A Provider

**2,100+**

employees certified  
(CII, LOMA)

**3,000+**

Claims specialists

**1,000+**

Digital Professionals

**400+**

Actuarial staff

**1,500+**

Insurance Analytics  
Professionals

**1,800+**

Nurses and doctors

**2,500+**

F&A Specialists



**Insurance Industry Solutions**

AI & Cloud based  
Industry Solutions

**Subrosorce™**

**L&A TPA**

**Xtrakto.AI**

**Group Billing**

**Exelia.AI**

**Smart Audit**



**Insurance Domain Platforms**

**Express Surveys**

**auditStream**

**LifePRO™**

**LifePro Digital Suite**

## End-to-End Insurance Value Chain Coverage

New Business

UW  
Support

Policy  
Servicing

Claims

Finance and Accounting

## Comprehensive Product Line Coverage

- Variable Annuities
- P&C Personal Lines
- Individual Life
- Fixed Annuities
- Employee Benefits
- P&C Commercial
- P&C Specialty
- Disability

## Global Markets We Serve

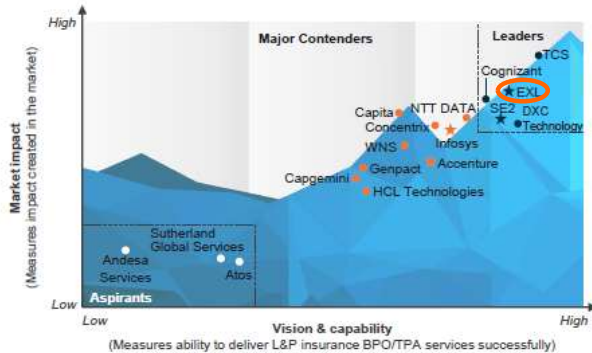


# EXL IS CONSISTENTLY RECOGNIZED AS THE LEADER BY ALL MAJOR ANALYSTS



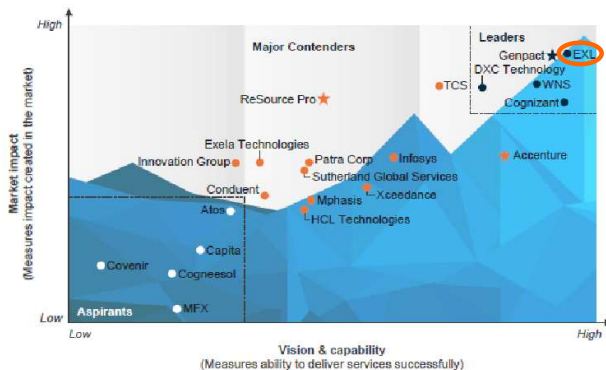
## Everest Group, 2020 *Life and Pensions*

**Leader & Star Performer** | Insurance BPO PEAK Matrix™

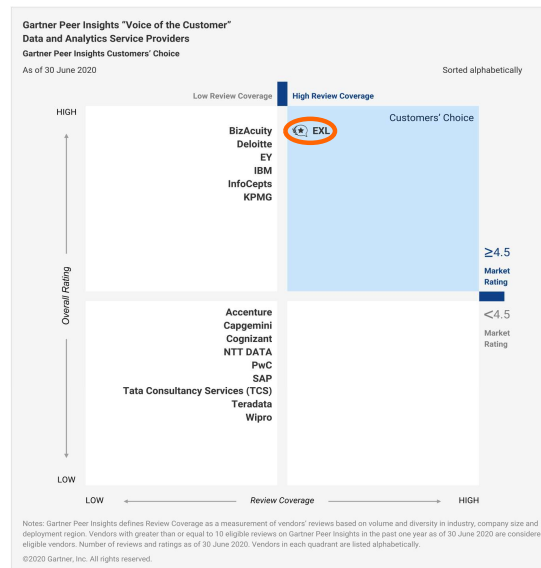


## Everest Group, 2021 *Property and Casualty*

**Leader** | Insurance BPO PEAK Matrix™



## Customers' Choice in 2020 "Gartner Peer Insights 'Voice of the Customer': Data and Analytics Service Providers



## THE FORRESTER WAVE™ Insights-Driven Business Process Outsourcing Q4 2020

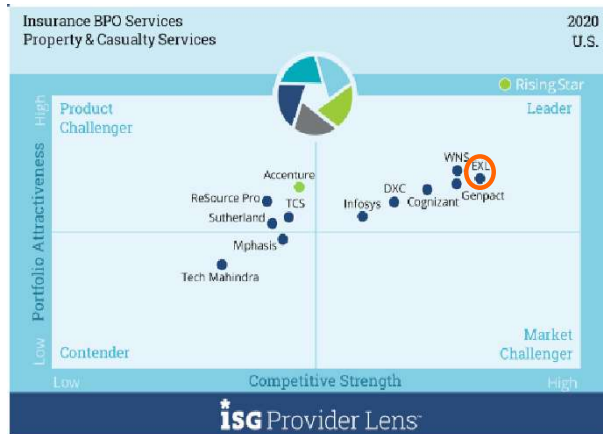


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# EXL IS CONSISTENTLY RECOGNIZED AS THE LEADER BY ALL MAJOR ANALYSTS



## iSG Provider Lens™ Property & Casualty Services Leader | US 2020 Quadrant Report



Source: iSG Research 2020

## iSG Provider Lens™ Life & Retirement Services Leader | US 2020 Quadrant Report



Source: iSG Research 2020

## iSG Provider Lens™ TPA Services Leader | US 2020 Quadrant Report



Source: iSG Research 2020



### Featured

HFS Top 10 for  
Insurance Services  
Dec'2019



### Featured

"America's Best  
Management Consulting  
Firms" in Insurance  
2020

## CELENT

### Xcelent Award for Customer Base

North American Policy  
Administration Systems:  
Life, Annuities and  
Pension Dec'2019

## Aite

### Contender

AIM Evaluation:  
Life PAS Vendors'  
External Third-Party  
Data Integration  
Capabilities (2019)