

FOR IMMEDIATE RELEASE



National ASE Institute Awards EFG Companies Blue Seal of Excellence *- EFG Claims Professionals Meet Recognized Standards for Certification -*

DALLAS, TX (June 4, 2014) EFG Companies, the innovator behind the award-winning Hyundai Assurance program, announced today it has been awarded the Blue Seal of Excellence by the National Institute of Automotive Service Excellence (ASE), based upon the required certification level of its claims organization. This certification exemplifies EFG's commitment to customer service excellence while also enhancing the company's ability to negotiate quality vehicle repairs on behalf of contract holders.



EFG continuously strives to raise the industry bar when it comes to providing superior products, administration and compliance. Earlier this year, EFG achieved 100 percent field team certification from the Association of Finance and Insurance Professionals (AFIP). With these two certifications, the company sets the industry example for leadership in effectively training, auditing and administering their clients' business to whom these services are a critical priority.

"Our clients rely on our expertise when it comes to negotiating quality repairs for their customers," said Barry Carter, Chief Operating Officer. "Our claims administration reflects back on their business and brand. By demonstrating our high level of expertise with this certification, we are giving our clients even greater confidence that all claims will be handled expertly, efficiently and respectfully, promoting a positive overall customer experience and driving greater customer loyalty for their business."

Established in 1972, the National Institute for Service Excellence (ASE) seeks to improve the quality of vehicle repair and service by testing and certifying automotive professionals, the ASE National Institute exists to protect the automotive service consumer, shop owner and automotive technician. This certification provides legitimacy to both the repair shop and the claims administrator by signifying their level of expertise and recognized standard of their technical knowledge.

Throughout its 37-year history, EFG has continually demonstrated their commitment to exceed customer expectations. Customer service and claims administration standards and real-time performance is continuously projected on the company's walls as a constant measure of performance. 95.88 percent of claims calls are answered within 90 seconds, and 96 percent of all claims are paid by corporate credit card within one hour of receipt of invoice.

EFG believes longevity and success is ultimately measured by a simple premise: keeping a promise to a customer at a time when they need it most. EFG prides itself on being a claims-honoring third-party administrator and this certification only enhances the company's ability to fulfill that promise.

About EFG Companies

EFG Companies combines over 37 years of experience serving as an industry innovator of consumer and vehicle protection programs with the company's commitment to raising the industry bar in providing superior client engagement. With 100% of their field and administrative teams AFIP and ASE certified, EFG's professionals provide world-class product development and administration, go-to-market strategies, training and auditing support across a multitude of channels. www.efgcompanies.com

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