

# FOR IMMEDIATE RELEASE



## **EFG Companies Hits Trifecta at the Stevie® Awards Once Again**

*- Gold in Business Development Achievement of the Year – Silver in Sales Consulting Practice of the Year  
– Bronze in Contact Center of the Year (Up to 100 Seats) -*

**DALLAS, TX (March 7, 2016) EFG Companies, the innovator behind the award-winning Hyundai Assurance program, announced today that the company was recognized at the 10th Annual Stevie® Awards for Sales and Customer Service, a feature of the American Business Awards<sup>SM</sup>, the USA's top business awards program. This marks the second year running that EFG has won awards in three categories, including:**

- A Gold award in Business Development Achievement of the Year;
- A Silver award in Sales Consulting Practice of the Year; and,
- A Bronze award in Contact Center of the Year (Up to 100 Seats).



Last year, EFG won Stevie awards in three categories:

- Contact Center of the Year (Up to 100 Seats)
- Field Sales Team of the Year
- Business Development Achievement of the Year

"These awards signify EFG's continued efforts to set a high bar in the consumer protection product industry for client engagement and overall customer experience," said John Pappanastos, President and CEO, EFG Companies. "At EFG, we take pride in operating as an extension of our clients' management teams to achieve industry leading results. We believe that longevity and success is ultimately measured by a simple premise: keeping a promise to a customer when they need it most."

### **Momentum in Service Excellence**

In the past year, EFG Companies has received 9 national awards in recognition of results the company has driven for its clients, and for the overall experience it delivers to contract holders every day. The company's most notable awards and recognitions include:

- Dallas Morning News Top 100
- F&I and Showroom Magazine Dealer of the Year Award for EFG client, Davis-Moore
- One of first hundred companies in the US to achieve Consumer Credit Compliance Certification from the National Association of Automotive Finance
- Powersports Business Nifty 50 Product Award winner
- SubPrime Auto Finance News Top 125 Most Influential Firms

EFG was the first product provider whose dealer services field team was 100% AFIP certified, and the only product provider to receive a Center of Excellence certification by Benchmark Portal – a designation that less than 10% of companies achieve. EFG is also the only provider to be awarded the ASE Blue Seal of Excellence, and more than 90% of the company's adjusters are ASE certified with an average of 15 years of experience. In its most recent client satisfaction survey, EFG's net promoter score ranked higher than USAA Banking and Insurance, Nordstrom, Apple iPhone and Laptop, with 92% of its dealers noting a high likelihood to recommend EFG to another dealer.

For close to 40 years, EFG has developed products to protect consumers from the risks associated with costly vehicle mechanical breakdowns. As a product administrator, EFG provides innovative solutions to drive higher profitability and customer satisfaction for auto manufacturers, retail automotive dealerships, lenders, and property and casualty insurance agents. EFG surrounds its clients with an engagement model that incorporates a broad array of marketing and training services to facilitate the compliant and successful sales of consumer protection products.

### **Stevie Awards Set the Bar on Customer Focus**

"The Stevie Awards for Sales & Customer Service continues to be the fastest-growing of our international awards programs," said Michael Gallagher, president and founder of the Stevie Awards. "The sheer number of nominations is matched by the increasing quality of those nominations. We congratulate all of this year's Finalists."

More than 2,100 nominations from organizations of all sizes and in virtually every industry were evaluated in this year's competition, an increase of 11% over 2015. Entries were considered in 59 categories for customer service and contact center achievements; 51 categories for sales and business development achievements; and, categories to recognize new products and services and solution providers.

Finalists were determined by the average scores of 115 professionals worldwide, acting as preliminary judges. Several specialized judging committees, consisting of more than 60 members, determined the Gold, Silver and Bronze Stevie Award placements from among the Finalists.

The awards were presented to EFG on March 4, 2016 during a gala banquet at the Paris Las Vegas Hotel.

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**About EFG Companies**

EFG Companies combines almost 40 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 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](http://www.efgcompanies.com)

**About The Stevie Awards**

The Stevie Awards are conferred in six programs: The American Business Awards, the German Stevie Awards, The International Business Awards, the Stevie Awards for Women in Business, the Stevie Awards for Sales & Customer Service, and the Asia-Pacific Stevie Awards. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at <http://www.StevieAwards.com>, and follow the Stevie Awards on Twitter @TheStevieAwards.