



EFG Companies Brings Home More Gold and Silver at National Stevie® Awards

DALLAS, TX (March 5, 2020) EFG Companies, the innovator behind the award-winning Hyundai Assurance program, announced today that the company earned a Gold Award in the Customer Service Training Team of the Year - External - Financial Services Industries category and a Silver Award in the Business Development Achievement of the Year - Financial Services Industries category at the 14th Annual Stevie® Awards for Sales and Customer Service. EFG competed against companies from around the world, such as GoDaddy, Cisco, DHL, IBM, and Delta Vacations. For more information on EFG's accomplishments and the history behind the Stevie Awards, visit <http://bit.ly/2mmqu2z>



EFG Awards:

A Gold Award in Customer Service Training Team of the Year - External – Financial Services Industries category highlighting the company's tailored, multi-tiered training program designed to resolve product knowledge deficiencies, build a more productive, revenue-generating sales process and re-align management goals with overall expectations for a contact center management client. As a result of the training efforts, the contact center realized increased revenue, increased contracts sold, and decreased average monthly cancellations.

A Silver Award in Business Development Achievement of the Year - Financial Services Industries category for the company's efforts in creating a more flexible F&I product development infrastructure, featuring module-based product elements that provide retail automotive dealers and car buying consumers with customized products to fit their individual needs. This approach increased customer satisfaction and retention, product penetration, and dealership revenue while delivering growth for EFG.

The Stevie Awards are a feature of the American Business AwardsSM, the USA's top business awards program. This marks the sixth year in a row that EFG has won multiple awards for national excellence.

"The value we derive from awards like these comes from the success of our clients," said John Pappanastos, President and CEO, EFG Companies, during the award ceremony Friday, February 28th. "EFG strives to deliver the highest level of support, customer service and training for its clients and contract holders. The creative approach of our leaders and account teams drive our success. Delivering the absolute best service to our clients is at the heart of EFG's mission."

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About EFG Companies

EFG Companies drives the industry's highest-reported compliant F&I profitability through its proprietary products and distinct engagement model in which the company operates as an extension of the dealer's management team. EFG addresses total dealership performance, and its client satisfaction Net Promoter score is higher than national corporate leaders such as Nordstrom, USAA Banking and Insurance, Ritz Carlton, Amazon and Netflix. Learn more about EFG at: www.efgcompanies.com.

About The Stevie Awards

Stevie Awards are conferred in seven programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, The American Business Awards, The International Business Awards®, the Stevie Awards for Great Employers, the Stevie Awards for Women in Business and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 10,000 entries each year from organizations in more than 60 nations. 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>.