



## **EFG Companies Announces F&I Client Satisfaction Research, Auditor Performance Results**

**DALLAS, TX (February 12, 2019)** EFG Companies, the innovator behind the award-winning, Hyundai Assurance program, today announced results from several independent firms' research and auditing efforts. In EFG's bi-annual Client Satisfaction Study fielded by national research firm Troubadour Research and Consulting, 99 percent of EFG's dealer clients stated they would highly recommend EFG, resulting in a Net Promoter Score\* higher than Nordstrom, Ritz Carlton, and Amazon. Additionally, BenchmarkPortal, a global leader in the customer service center industry, certified EFG Companies as a Center of Excellence for the fifth year in a row. Lastly, in its 2018 risk examination as the company's backstop underwriter, Assurant, Inc. – a global provider of risk management products and services – recognized EFG's efficiency in claims' adjudication. For more information, visit <http://bit.ly/2pdueVX>.

### **Demonstrable Customer Satisfaction**

"We conduct client satisfaction research for some of the most recognized global brands," said Stephanie Vance, Principal Researcher and Owner, Troubadour Research and Consulting. "The data we gathered from this research study, both in the form of interviews and surveys, place EFG in the top tier of corporate brands for which we've conducted this type of research."

Results from EFG's bi-annual client satisfaction survey administered by Troubadour Research and Consulting indicated that EFG's overall client satisfaction rose to 99 percent, up from 93 percent in 2016. Respondents' likelihood to recommend EFG rose to 99 percent, up from 95 percent in 2016. Additionally, dealer clients recognized EFG's efforts to raise the bar with in-dealership engagement. On a scale of one to ten, where ten is the highest for attributes in each area, clients ranked EFG as:

- **9.4** for in-dealership engagement
- **9.2** for product breadth and innovation
- **9.6** for training
- **9.2** for claims administration
- **9.7** for compliance oversight

### **Call Center Excellence**

"The EFG customer service and claims team has earned the Center of Excellence Award for the fifth time," said Bruce Belfore, Senior Research Executive and CEO, BenchmarkPortal. "This is truly a remarkable achievement and is testimony to a culture that consistently strives to provide superior customer service in an efficient manner. I congratulate all involved, from the management team to the frontline agents who put EFG's clients, and their customers, front and center every day."

This prestigious award reflects EFG's commitment to best-in-class service performance, with the understanding that the customer service contract holders receive directly reflect back on EFG's clients.

The Center of Excellence distinction is based on best-practice metrics drawn from the world's largest database of objective and quantitative data. Measured against the world's largest contact center metrics database, EFG joins other companies including MetLife, McKesson, The Mayo Clinic and Samsung with Center of Excellence recognition.

Lastly, as EFG's backstop underwriter, Assurant periodically examines a sample of claims with the highest potential for administrator error to determine if opportunities for improvement exist. Claims are reviewed for accuracy, satisfactory documentation and proper decision making. After a lengthy review and reconciliation process, EFG received an overall positive score, further demonstrating EFG's customer-service and risk-management distinction.

In 2018, the company implemented several technology and process enhancements, which shortened claims adjudication time by 56 percent while maintaining service level excellence:

- **96 percent** of all claims are paid by corporate credit card within one hour of receipt of invoice.
- **74 percent** of EFG's total claims are one-call claims.
- EFG's average claims call handle time benchmarks at **less than 5 minutes**.

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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, Ritz Carlton, Amazon and Netflix. Learn more about EFG at: [www.efgcompanies.com](http://www.efgcompanies.com).

\* The Net Promoter Score from Satmetrix is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others.