FOR IMMEDIATE RELEASE

EFG Companies Selects NetSuite and Rippling for Enterprise Technology to Advance Client Service, Customer and Employee Satisfaction

Company Also Names Mary Talbott, Human Resources Director, to Support Broader Growth Strategy

DALLAS, TX (November 12, 2026) EFG Companies, a leading provider of consumer protection products and services, today announced a significant investment in its enterprise technology infrastructure designed to enhance customer engagement, improve operational efficiency, and support the company's long-term growth strategy. EFG is implementing Oracle NetSuite as its Enterprise Resource Planning (ERP) system and Rippling as its Human Resources Information System (HRIS). Together, the platforms will provide greater integration, visibility, and efficiency across EFG's operations, helping teams respond more quickly to clients and contract holders while supporting EFG's continued growth. NetSuite Alliance Partner and platform integrator Caravel BPM Technology Solutions will provide a quick ramp to implementation. For more information, visit www.efgcompanies.com.

"This initiative will deliver a more agile, fully integrated business platform that strengthens how the company serves its clients, partners, and employees," said Neha Parikh, Chief Financial Officer and Reinsurance Management, EFG Companies. "Working with NetSuite and Rippling – both leaders in their respective industries – reflects our mission to continually invest in our people, processes, and technology."

Investing in the Client and Contract Holder Experience

With NetSuite's AI-powered cloud ERP, EFG will be able to unify key financial, billing, reporting, and payment processes to increase visibility across its operations and simplify invoice and payment management for clients. By connecting these processes in a single integrated system, EFG can give its teams easier access to the information they need to respond quickly, efficiently, and consistently to contract holders at critical moments throughout the contract lifecycle. Together, these capabilities will reduce complexity, strengthen service delivery, and provide a scalable foundation for EFG's continued growth.

"Delivering exceptional service while driving business growth requires a strong operational foundation," said Julie Drimel, Senior Vice President of Customer Growth, Oracle NetSuite. "With NetSuite's integrated suite and embedded AI capabilities, EFG can simplify financial processes, increase productivity, and make more informed decisions while scaling its business and maintaining its commitment to clients and contract holders."

Building the Team to Support EFG's Growth

The Rippling HRIS technology will streamline HR processes and give employees easier access to information and tools, allowing teams across finance, operations, human

resources, and customer support to work more efficiently and effectively and remain focused on delivering exceptional client and contract holder service.

"Growing organizations need technology that helps people work smarter and stay connected," said Corey Ruane, Partner at Caravel BPM Technology Solutions. "EFG's decision to implement these systems reflects a forward-looking approach to growth and operational excellence, improving accuracy, strengthening compliance, and providing employees with the tools and support they need to deliver exceptional service to customers."

EFG also announced that Mary Talbott has joined the company as Human Resources Director, leading EFG's broader human resources strategy. Mary brings more than a decade of executive-level HR leadership across high-growth, multi-state organizations, with a proven track record of building scalable people operations, strengthening culture, and leading organizational transformation.

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About EFG Companies
For almost 50 years, EFG Companies has provided consumer protection programs for vehicles and residences across seven market channels. The company's strategic intent is to build sustainable market differentiation and profitability for its clients and partners, including dealers, lenders, manufacturers, independent marketers, and agents. EFG's award-winning engagement model is built upon the belief that the company serves as an extension of its clients' management teams, providing ongoing F&I development, training, product development, compliance, and nationally recognized product administration with an ASE-certified claims team. Learn more about EFG at: **www.efgcompanies.com**

About Caravel BPM Technology Solutions
Caravel Partners is BPM's technology solutions practice, helping companies select, implement, and optimize the systems that run their business. For twenty years, Caravel has worked with more than 1,000 clients across North America, from early-stage startups to enterprise organizations, building processes that hold up in the real world, not just on a whiteboard. The approach stays the same no matter the size of the client: advise, deploy, support, with honesty built into every step.

About Oracle NetSuite
For more than 28 years, Oracle NetSuite has helped organizations of all sizes reach their goals faster and more efficiently. NetSuite provides an integrated business system with embedded AI that delivers powerful financial management, supply chain, customer experience, and HR capabilities. Relied on by more than 44,000 customers in 220 countries and dependent territories, NetSuite is the #1 AI cloud enterprise resource planning (ERP) solution.

Oracle Trademarks
Oracle, Java, MySQL, and NetSuite are registered trademarks of Oracle Corporation. NetSuite was the first cloud company, ushering in the new era of cloud computing.

About Rippling
Rippling is the AI platform that unifies HR, IT, and Finance, giving Rippling AI the data and permissions it needs to help manage your company. Because everything lives in one place, Rippling AI has a complete view of your business and can take trusted action quickly and safely. Based in San Francisco, CA, Rippling has raised $1.8B from Kleiner Perkins, Founders Fund, Sequoia, and Bedrock, among others, and has been named to CNBC Disruptor 50, Forbes Cloud 100, and G2's Top Global Software Companies list.

Media contact:
mbarnett@efgusa.com
214-868-8861