



## EFG Companies Competes on Global Stage; Wins 12<sup>th</sup> Gold Business Award

**DALLAS, TX (March 7, 2023)** EFG Companies announced today that the company earned two Gold and two Silver awards at the 17th Annual Stevie® Awards for Sales and Customer Service. The Stevie Awards are a feature of the American Business Awards, the USA's top business awards program. Competing against companies from around the world, EFG brought home Gold in leadership/management training, Gold in customer service training, Silver in contact center customer service and Silver in thought leadership. EFG Companies has amassed a total of 35 awards over nine years – 3X more than any competitor in the consumer protection or contact center industries. For more information on EFG's accomplishments and the history behind the Stevie Awards, visit <http://bit.ly/2mmqu2z>

"While many companies put their values on a wall and call it good, we live and breathe our values each and every day," said John Pappanastos, President and Chief Executive Officer at EFG Companies. "These awards are a testament to EFG's stalwart commitment to superior customer service, measured by a simple premise – keeping a promise at a time when the customer needs it the most. We are honored to be recognized among so many companies who are leaders in their industries."

### EFG Awards

- **A Gold Award** in Leadership or Management Training Practice of the Year, recognizing the company's ability to successfully transition clients to a new software platform in response to the J.D. Power acquisition of acquisition of Tail Light, a F&I menu and reporting software business used by automotive dealerships to present, rate and sell finance and insurance products. This included taking a proactive, training-based approach, which enabled clients to successfully migrate to new platforms with no downtime, no lost business and no lost revenue.
- **A Gold Award** in Customer Service Training Team of the Year – External, for the company's service center revenue training program. EFG enables dealership clients to increase profit and service absorption, significantly outpacing industry averages. With EFG's award-winning engagement model, the company's training team executed a custom training curriculum for service personnel, provided formal classroom training sessions on service bay best practices, and conducted on-site auditing and process reviews with senior management. This resulted in a 57 percent increase in gross profit through service, as well as dramatic improvements with third-party customer service ratings, such as Google star ratings. This is the second time that EFG has received a gold Stevie award for its external customer service training.
- **A Silver Award** in the Contact Center of the Year (Up to 100 Seats) – Financial Services Industries for efforts to mitigate on-going inflation, interest rates hikes and global supply chain and automotive parts shortages. EFG took early action to stem

the issue by developing “new world” training curriculum, launching measurable virtual learning, as well as creating a virtual employee activity governance model. EFG’s contact center improved upon key customer service metrics while embodying the company’s value of “keeping a promise to a customer at a time when they need it most.” The company successfully maintained both simple and complex claims cycle times within EFG’s pre-pandemic standards. Thanks to the contact center team’s diligence in maintaining the company’s industry-leading customer service standards, EFG received more than 235 5-star reviews through 2021 and 2022, 50 percent of which personally mentioned individuals within EFG’s contact center.

- **A Silver Award** in Best Use of Thought Leadership in Business Development, recognizing EFG’s efforts to empower individual departments to develop their own departmental level mission and vision, strengthening their unification behind EFG’s corporate mission and vision. As a result, EFG was able to scale and diversify across all business segments with a unified team focused on enhancing the customer experience. EFG’s contract holders rely on quality service to maintain their investment in their homes and vehicles. EFG clients rely on EFG’s quality contract holder service to demonstrate their value to consumers and increase revenue. Business development advancement would not have been possible without mission and vision alignment within EFG’s operations teams. “*Contact Center Pipeline*” magazine featured EFG in July 2022 as the standard-bearer for quality customer service. EFG was also featured in the November 2021 issue of “*Full Throttle*” magazine, where a contract holder raved about the quality customer service received with EFG.

This marks the ninth year in a row that EFG has been recognized with multiple awards for national excellence. EFG has now received 12 gold awards for the company’s dedication to setting the bar high in the consumer protection product industry for client engagement and overall customer experience.

According to the Stevie Award judges, “Overall, EFG’s leadership and management training practice is a standout in the industry, consistently delivering high quality training and achieving outstanding results for clients. Empowering your employees to define a mission and vision for themselves is always a winning recipe and this is seen clearly in EFG’s impressive results.”

More than 2,300 nominations from organizations in all sizes and virtually every industry were evaluated in the 17<sup>th</sup> Annual Stevie Awards for Sales and Customer Service competition. Finalists were determined by the average scores of more than 170 professionals worldwide in seven specialized judging committees.

###

-more-

**About EFG Companies**

For more than 45 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](http://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>.