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EFG Companies Shines Again with 2 Gold, 1 Silver and 1 Bronze Stevie Award Triumph!

DALLAS, TX (April 18, 2024) EFG Companies is celebrating multiple wins at the 18th Annual Stevie® Awards for Sales and Customer Service, bringing home two Gold, one Silver, and one Bronze award. The Stevie Awards organizes nine of the world's leading business awards programs, including the prestigious American Business Awards® and International Business Awards®. For more information, visit <https://bit.ly/EFGStevies>

EFG Awards

- **Two Gold Awards** in **Contact Center of the Year** (Up to 100 Seats) and **Customer Service Success**, highlighting the Contact Center team's efforts to streamline operating procedures and scale EFG's services while maintaining the company's high standards of excellence and customer support in response to the Home Warranty division's rapid growth. EFG's contact center successfully reduced a repair technician's time to onsite (the time between a contract holder opening a claim and their initial appointment with a repair technician) by 67 percent, claim turn time by 36 percent, and claims review for payment by 28 percent. This nimble team also beat EFG's 21-day service provider payment guarantee by 26 percent and the industry average of net 30-day payment by 17 percent. During this time, team engagement scores soared, reflecting a 92 percent overall workplace experience score as measured by industry workplace tracking firm Energage.
- **A Silver Award** in **Best Use of Thought Leadership in Business Development**, recognizing the company's Stewards of Excellence (SoE) team and its efforts to maintain and strengthen EFG employee engagement and corporate culture. Since forming the SoE, EFG has been recognized as a **National Standard Top Employer four times** and as a **Top 100 Workplace** within the DFW area once based on annual employee survey results from Energage, facilitating the nation's premier employer recognition program, *Top Workplaces*.
- **A Bronze Award** in **Sales Consulting Practice of the Year** for efforts by EFG's Training Team to refresh the company's retail automotive dealer training programs, ensuring students receive actionable takeaways to implement immediately in their dealerships. In addition, EFG tracked long-term F&I student performance post-training to ensure the sustainability of enhanced performance and provide ongoing, individualized, capsule training sessions. As a result, the average EFG F&I training graduate sees a 22 percent performance increase, representing \$206,400 in additional F&I income per producer per year, which equates to a 100X return on their initial training investment.

The Stevie Awards for Sales & Customer Service are the world's top honors for customer service, contact center, business development, and sales professionals. Winners were announced during a gala event attended by more than 400 professionals from around

the world at the Bellagio in Las Vegas, Nevada, on Friday, April 12. With this latest awards sweep, EFG Companies has received 38 Stevie Awards over the past ten years.

“Competing against hundreds of companies from around the world, I am incredibly proud of all the awards recognizing EFG Companies, highlighted by the two gold awards received by our Home Warranty division,” said Jennifer Rappaport, President, and Chief Executive Officer at EFG Companies. “Since strategically diversifying with the launch of the Home Warranty division five years ago, we have expanded that channel into 42 states while maintaining our commitment to exceptional customer service. Once again, we have proven that our award-winning service model, bolstered with highly engaged employees, delivers measurable results for our clients and partners.”

2023 marks the tenth year in a row that EFG has been recognized with multiple awards for national excellence. EFG has now received 14 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.

“The high scores given to the winning nominations in this year’s competition are evidence of the high levels of achievement portrayed in them,” said Stevie Awards president Maggie Miller. “We join with the judges and all members of the Stevie Awards community in congratulating and celebrating the winners for their accomplishments.”

“Overall, EFG Companies’ Home Warranty customer service and claims team’s achievements are unique and significant, setting a benchmark for excellence in the industry and contributing to the company’s overall success and growth,” stated one judge. “Their ability to stay nimble, adapt to changing demands, and deliver exceptional service makes them deserving candidates for the Contact Center of the Year award.”

Another judge gave kudos to EFG for “surpassing expectations by reducing KPIs that not only beat the standard but also outperform the industry average! Your dedication to excellence and efficiency is evident in these remarkable achievements.”

After reviewing EFG’s submission for Best Use of Thought Leadership in Business Development, one judge commented, “EFG’s approach to fostering a culture of innovation and engagement through the Stewards of Excellence (SoE) and the Idea Tank initiative is a commendable example of thought leadership in business development. By empowering employees to contribute directly to the company’s strategic direction, EFG not only enhances its competitive edge but also boosts employee satisfaction and engagement.”

Lastly, regarding EFG’s Sales Consulting Practice of the Year submission, one judge stated, “The company’s approach, marked by complete transparency with dealership management and monthly action-planning meetings, sets a new standard for accountability in the retail automotive industry.”

More than 2,300 nominations from organizations of all sizes and in virtually every industry in 44 nations and territories were considered in this year’s competition. Winners were

determined by the average scores of more than 200 professionals worldwide on seven specialized judging committees.

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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 The Stevie Awards

Stevie Awards are conferred in nine programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, the Middle East & North Africa Stevie Awards, The American Business Awards®, The International Business Awards®, the Stevie Awards for Great Employers, the Stevie Awards for Sales & Customer Service, the new Stevie Awards for Technology Excellence, and the Stevie Awards for Women in Business. Stevie Awards competitions receive more than 12,000 entries each year from organizations in more than 70 nations. More than 1,000 professionals around the world participate in the Stevie Awards judging process each year. 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>.