



P&C Insurance

Fast facts and capabilities overview

TTEC's Property & Casualty Capabilities

Telematics, the sharing economy, big data, digital communications, and a changing competitive landscape has shifted the focus from products and process to a personalized customer experience. P&C firms need to be ready to respond with both technology as well as a comprehensive customer strategy when they interact with members. TTEC helps clients tap into the enormous potential these trends offer to reduce cost and risk while also improving relationships.

We focus on delivering the types of outcomes that matter most to our clients.



Drive Growth

20% sales, year over year
\$1 billion in assets



Customer Retention

60% increase in retention*
50% decrease in customer churn*

About TTEC

TTEC Holdings, Inc. (NASDAQ: TTEC) is a global customer experience company that designs, builds and operates captivating omnichannel customer experiences for many of the world's most innovative brands. The Company delivers outcome-based customer engagement solutions through TTEC Digital which designs and builds customer experience consulting and technology solutions and TTEC Engage which operates customer care, growth and trust and safety services.

Our 52,400+ employees interact with 3.5 million customers a day

6 continents | 23 countries

85 customer engagement centers

Case Study

The Challenge

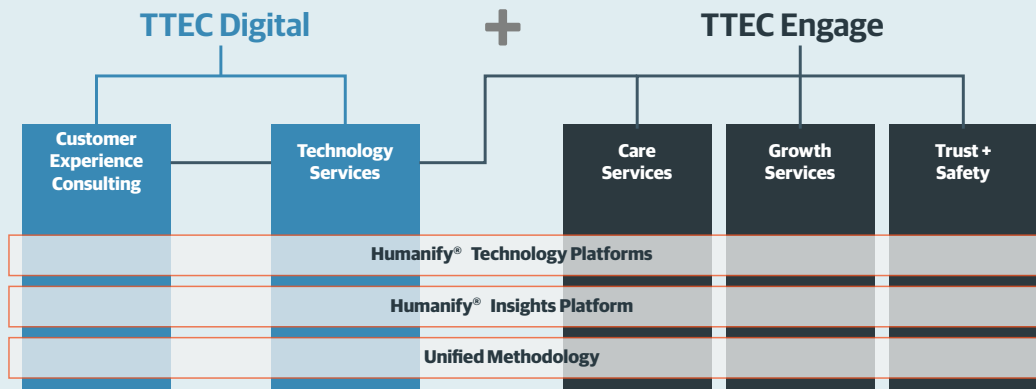
A large insurance firm wanted to retain licensed skilled associates during non-peak seasons while containing costs. We helped the company implement a Smart Seasonal model in which associates moved to different lines of business throughout the year, eliminating the need to recruit and train new associates.

The Results

- \$4.5 million in projected savings via seasonal reallocation
- Flexible 4-16 weeks of associate sharing with healthcare during high season
- Over 95% CSAT exceeds client's internal contact center quality rating

*All numbers are representative client outcomes

Technology-enabled, insight driven customer engagement as a service



TTEC Digital

Designs and builds human centric, tech-enabled, insight-driven customer experience solutions

The company's digital center of excellence, blending strategic consulting services and cloud-based technology platforms to design and build innovative customer experiences, all powered by insights.

- Strategy + Optimization
- Analytics + Insights
- Learning + Performance
- AI/Bots
- Omnichannel
- CRM
- Systems Integration
- Innovation

900+ CX Consultants globally

20+ years of thought leadership

100K Cloud/SaaS and managed seats daily

3.5M customer interactions managed daily

TTEC Engage

Delivers captivating customer experiences through operational excellence

The company's global hub of operational excellence providing clients award-winning, turnkey customer acquisition, care, revenue growth, and digital trust and safety services.

- Care
- Service to Sales
- Trust + Safety
- Humanify™@home
- Demand + Acquisition
- Retention + Expansion
- Loyalty
- SMB Sales

56+ client NPS

25% higher employee engagement than Gallup benchmark

\$4B+ incremental sales generated annually*

5:1 target ROI delivered in digital and acquisition sales benchmark*

Our Way: Humanify® Customer Engagement as a Service

Design. Build. Operate. Captivate.

Our proprietary Humanify® Customer Engagement as a Service offering integrates the strategy consulting and omnichannel technology capabilities of TTEC Digital with the operational excellence and brand ambassadors of TTEC Engage to deliver amazing customer experiences across every channel, every time.

82 Patents

Corporate Responsibility



Our company works with clients every day to bring humanity to the customer experience. Extending that care and connection to the communities in which we serve through the TeleTech Community Foundation (TTCF) helps keep us true to our company values to lead every day and do the right thing. The foundation was established to support employees' passion for making a sustainable and positive impact in their communities. Every

year the foundation awards grants to local nonprofit organizations that strive to transform the educational experience for students of greatest need. The program is employee-driven, meaning any employee worldwide can sponsor a nonprofit organization focused on education in their community by submitting a grant request to the foundation.

The Good Sense program

Taking care of our communities and our environment is a heartfelt passion shared by our executives and employees worldwide. We've made it a priority by establishing a company-wide approach called Good Sense to enable employees to direct funding and volunteer efforts toward programs, activities, and events that make a real difference to countless people and places around the globe.

Our Commitment to Veterans

It takes a combination of leadership, discipline, drive, and dedication to serve one's country. For that reason, hiring veterans isn't just the right thing to do – it's the smart thing to do. At TTEC, we are dedicated to hiring 1,000 veterans every year, and have forged partnerships within the community to make this goal a reality.



ttec.com

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Values

Our company purpose is to bring humanity to the customer experience across every interaction channel. Our employees live by a set of customer-focused values that guide relationships with clients, their customers, and each other.

Lead every day

Do the right thing

Reach for amazing

Seek first to understand

Act as one

Live life passionately

Awards and Accolades

We are honored to be recognized for the work that we do.

- Leader in Gartner's Magic Quadrant for Customer Management Contact Center BPO seven consecutive times
- Leader in Everest Group's Contact Center Outsourcing PEAK Matrix
- Winner of the Best Training and Development Program in the 2019 Customer Contact Week Excellence Awards
- Named a 2019 CRM Service Leader for Contact Center Outsourcing by CRM Magazine
- Training Industry, Inc.'s 2019 "Training Outsourcing Companies Watch List"
- IAOP Global Outsourcing List of World's Best Service Providers
- Sixd 2018 Stevie® Awards for Sales and Customer Service
- Leader in ISG's Contact Center Customer Experience Services Quadrant Report
- Brandon Hall Group Silver Award for Best Results of a Learning Program