

FOR IMMEDIATE RELEASE

January 29, 2026

## **NGLS Wins Two 2026 Stevie® Awards for Customer Service**

*National General Lender Services recognized for Achievement in Customer Experience and Achievement in Customer Service Automation in the 20<sup>th</sup> annual Stevie Awards for Sales & Customer Service.*

**[Scottsdale, Arizona]** — National General Lender Services (NGLS) is pleased to share that we have been recognized with two prestigious 2026 Stevie Awards as a result of our commitment and investment in continually improving the customer experience for our clients and their mortgage customers.

Our latest recognitions highlight the progress NGLS has made in elevating digital self-service and advancing automation. These honors reflect the work we have put into creating a smooth, self-serve experience within our IHaveInsurance™ customer portal. This digital-first, automated solution uses real-time carrier integrations and proactive communication to reduce effort, speed up issue resolution, and reinforce our focus on continuous improvement and customer empowerment. Together, these enhancements provide transparency, speed, and convenience with the customer experience at the center of every decision.

This year's awards build on previous Stevie recognition for NGLS across Customer Care, Technology, Training, and Loss Drafts. They reflect the ongoing momentum of our service and technology investments and the measurable results those efforts continue to deliver.

More than 2,100 nominations from organizations of all sizes and in virtually every industry, in 41 nations and territories, were considered in this year's competition. Winners were determined by the average scores of 150 professionals worldwide on eight specialized judging committees. Details about the Stevie Awards for Sales & Customer Service and the list of Stevie winners in all categories are available at <http://sales.stevieawards.com>.

### **About National General Lender Services**

National General Lender Services elevates portfolio insurance monitoring strategies for mortgage servicers with tailored, compliant solutions focused on the customer experience. As your partner, we aim to achieve exceptional results with the highest level of guarantees. We deliver outstanding value by leveraging our deep expertise, advanced technology, and responsive service to ensure the highest levels of customer satisfaction and compliance for both you and your customers — empowered by Allstate. Learn more at: <http://www.nationalgeneral.com/lenderservices>.