

FOR IMMEDIATE RELEASE

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National General Lender Services celebrates 20th consecutive Call Center of Excellence certification

[Scottsdale, Arizona] — National General Lender Services (NGLS) is proud to announce a major milestone: we have earned the **Center of Excellence** certification from BenchmarkPortal for the **20th year in a row**. This achievement places NGLS in rare company as **one of only two call centers nationwide** across all industries to reach this level of sustained performance.

A Two-Decade Standard of Excellence

BenchmarkPortal's annual certification process measures customer service organizations against the best-performing contact centers in the country. For twenty consecutive years, NGLS has exceeded these industry benchmarks, reflecting the strength of our people, processes, and customer-first culture.

These accomplishments showcase our unwavering commitment to delivering a superior customer experience.

Leadership Reflections

"Reaching this milestone for the 20th year is an extraordinary achievement and a testament to the dedication of our teams," said Kimal Singhe, President of NGLS. "Our commitment remains the same: delivering exceptional customer experiences through expertise, technology, and a relentless focus on service excellence."

BenchmarkPortal CEO Bruce Belfiore also recognized the significance of this achievement, stating, "Maintaining high levels of excellence in the center over a period of years is a wonderful testimony to the contact center management team, the frontline agents, as well as the senior managers who support and encourage this excellence. The National General Lender Services contact center professionals have shown exceptional dedication and results, for which I commend them."

Looking Ahead

This 20-year accomplishment underscores our role as a leader in the lender placed insurance industry and our continued commitment to innovation, operational excellence, and customer care. At NGLS, *Our #1 Focus is the Customer ExperienceSM*, and this recognition reaffirms that our approach continues to deliver meaningful results.

About BenchmarkPortal

[BenchmarkPortal](#) is a global leader in the contact center industry, providing benchmarking, certification, training, consulting and industry reports. The Center of Excellence certification is one of the most distinguished awards in the service and support industry and is only achieved by customer care facilities ranking in the top ten percent of the 20,000 call centers studied across the United States.

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>.