

Ameritas Group Division Earns Eleventh Center of Excellence

Lincoln, Neb. (January 23, 2018) –The group division of Ameritas Life Insurance Corp. earns its eleventh Center of Excellence Call Center Certification from BenchmarkPortal for 2017. Only five other companies have achieved this honor. To earn it, contact centers must demonstrate superior cost- and quality-related performance as compared with their industry peers.

Karen Gustin, Ameritas group division executive vice president, said, “When you call Ameritas, our associates want to help you as quickly as possible, providing detailed plan information and answers to your benefits questions. I’ve always known our contact center associates were among the best in the business. With our comprehensive in-house training curriculum and focus on customer satisfaction, each caller receives our full attention.”



BenchmarkPortal best practices for effective workforce management include building an environment that encourages innovation, and values all points of view. This demands regular training and coaching for employees, so they have the expertise, confidence and resources they need to handle a wide variety of customer inquiries.

Bruce Belfiore, BenchmarkPortal chief executive officer, said, “Maintaining this level of service excellence for eleven consecutive years is a testimony to the Ameritas contact center team, as well as the managers who support and encourage such excellence. I congratulate Ameritas for this truly outstanding achievement.”

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About Ameritas

Ameritas — Ameritas Life Insurance Corp. and its affiliated companies — offers a wide range of insurance and financial products and services to individuals, families and businesses. The group division of Ameritas has served customers since 1959, and today provides dental, vision, hearing and student loan repayment benefits and services nationwide. Ameritas has one of the largest dental networks in the country with more than 425,000 access points. Its contact center has earned BenchmarkPortal’s Center of Excellence award since 2006, and placed third in BenchmarkPortal’s 2016 and 2017 Top 100 competitions for medium call centers. In New York, products are offered through Ameritas Life Insurance Corp. of New York. To learn more about Ameritas, visit ameritas.com or ameritasinsight.com.

About BenchmarkPortal

Founded in 1995, BenchmarkPortal is a global leader in the contact center industry, providing benchmarking, certification, training, consulting, research and industry reports. The BenchmarkPortal team of professionals has gained international recognition for its innovative approach to best practices for the contact center industry. BenchmarkPortal hosts the world’s largest database of contact center metrics, which is constantly being refreshed with new data. BenchmarkPortal’s mission is to provide contact center managers with the tools and information that will help them optimize their efficiency and effectiveness in their customer communications. For more information on BenchmarkPortal, visit benchmarkportal.com.

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