



#### CONTACT

Kay Spalding  
*Executive Director, Marketing*

Amalgamated Life Insurance  
333 Westchester Avenue  
White Plains, NY 10604  
T: 914 367 5826 F: 914 367 2826

kspalding@amalgamatedlife.com  
amalgamatedlife.com

## PRESS RELEASE

### **Amalgamated Family of Companies Named to Top 25 In BenchmarkPortal's 2014 Top 100 Call Center Program**

**White Plains, NY...July 7, 2014**

Two members of the Amalgamated Family of Companies -- Amalgamated Life ([www.amalgamatedlife.com](http://www.amalgamatedlife.com)), a leading provider of life and health insurance, and AliCare, a leading third party administrator, have been named to BenchmarkPortal's 2014 Top 25 Call Centers in North America in the small-sized centers category. The BenchmarkPortal competition is recognized internationally as the premier call center program, which ranks call centers against key metrics of quality of service and cost efficiency. Each competing call centers' metrics were benchmarked against BenchmarkPortal's database, the largest call center performance metric database in the world. This is the second consecutive year that Amalgamated's call center has been recognized as being among the best by BenchmarkPortal.

According to Amalgamated's Executive Director, Customer Advocacy Rey J. Lago, "We take great pride in maintaining the highest standards of customer service. Our call center relies heavily on stringent metrics to assure that our customers' calls are consistently being handled in an efficient, courteous and professional manner. This prestigious industry recognition is a testament that our performance reflects a Best in Class level."

Amalgamated Life has a longstanding reputation for its focus on its customers. The Company has been a recipient of many other industry recognition honors that attest to its emphasis on efficient claims management and response to customers' inquiries. Among those honors are its 38 consecutive A.M. Best "A" (Excellent) Ratings and its placement on the "Ward's 50 group" of the top performance companies in the insurance industry.

The Amalgamated Family of Companies, based in White Plains, NY, has its roots dating back to 1943 when the Amalgamated Life Insurance Company was founded to provide for the financial well-being of working men and women. Today, Amalgamated Life offers a broad range of insurance solutions including group life, disability coverage, accidental death and dismemberment, medical stop-loss insurance and voluntary benefits. Through its affiliates, including the Amalgamated Agency, an insurance brokerage and risk management firm; AliCare, a third-party administrator; AliCare Medical Management, a care management solution provider; AliComp, a partner for mainframe outsourcing and information technology solutions;

and AliGraphics, a printing and graphics firm; the organization is a multi-faceted resource for many critical products and services.

For more information, visit: [www.amalgamatedlife.com](http://www.amalgamatedlife.com) or contact: [kspalding@amalgamatedlife.com](mailto:kspalding@amalgamatedlife.com).



Front row left to right: Carmen Gonzalez, Jacqueline Goring  
Back row left to right: Rey Lago, Jude Charles