



#### 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](mailto:kspalding@amalgamatedlife.com)  
[amalgamatedlife.com](http://amalgamatedlife.com)

## PRESS RELEASE

### **Amalgamated Family of Companies Named to BenchmarkPortal's 2016 Top 100 Small Call Centers in North America**

**White Plains, NY... Oct 7, 2016**

Two members of the Amalgamated Family of Companies – Amalgamated Life, a leading provider of life and health insurance, and AliCare, a leading third party administrator, have been named to BenchmarkPortal's 2016 Top 100 Small Call Centers in North America for companies with between five and 50 full-time call center employees. The BenchmarkPortal competition is an internationally renowned call center program, which evaluates and then ranks call centers against key metrics of quality of service and cost effectiveness. Each competing call centers' metrics were benchmarked against BenchmarkPortal's database; the world's largest call center performance metric database. This latest achievement represents the fourth consecutive year in which AliCare's call center has placed on the prestigious BenchmarkPortal list.

According to AliCare Assistant Vice President, Corporate Customer Service & Advocacy Rey J. Lago, "This is one of our organization's most important accomplishments. It is a testament to our high quality policies and procedures, as well as our unwavering commitment to the highest standards of service excellence. Our utilization of metrics and regular benchmarking of our performance is something we take very seriously. Providing customer service that is both efficient, cost-effective and above all reflects the highest level of professional courtesy and integrity is integral to how we deliver customer service at AliCare."

As a member of the Amalgamated Family of Companies, AliCare's corporate culture is rooted in a longstanding tradition of exceptional customer service. The flagship company, Amalgamated Life Insurance has received numerous industry awards attesting to its emphasis on efficient claims management and response to customers' inquiries. Among those honors are its 41st consecutive A.M. Best "A" (Excellent) Rating and its placement on the "Ward's 50 group" of the top performance companies in the insurance industry.

AliCare offers its clients a broad menu of high quality third party administrative products and services delivered in a fiscally-sound, customized and flexible manner. AliCare clients know they can count on the company for seamless administration of their health, dental, pension and annuity plans. The Company also provides expert billing and collections management, eligibility and enrollment services, access to national medical and dental PPOs, COBRA/HIPAA compliance services, and thorough fund administration.

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