A global risk management services provider

WE HAVE GROWN TOGETHER SINCE 2005

<table>
<thead>
<tr>
<th>HEALTH</th>
<th>HOUSE</th>
<th>ENTERPRISE WIDE</th>
<th>VEHICLE PROTECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANNUAL ASSETS</td>
<td>ANNUAL ASSETS</td>
<td>TOTAL SHAREHOLDER RETURN</td>
<td></td>
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</tbody>
</table>
| 62%         | 24%       | AIZ             | S&P 500
|             |           | 460%            | 233%               |

15 years of partnership
340+ offshore associates
KEY MILESTONES THROUGH THE YEARS

Advanced Legacy
Broadening the scope of Zensar's support in advanced Legacy systems such as Mainframes, Testing, CRM, BI/Data Warehousing

Centralised Testing
Established TCoE platform to standardize test processes for optimal utilization of testing resources

Efficient Risk Assessment
3R Adjuster Program to improve efficiency of risk assessment so that the Insurance system is streamlined

Robotic Process Automation
Developed centre of Excellence for RPA Supported Mortgage Solutions Ascend program

Data Services
DevSecOps Support & Greenfield Infrastructure OPTUS D24 (Australia) – Production Support Partner

Legacy systems support
Leveraging Zensar’s expertise in supporting existing Legacy systems, thus ensuring trouble-free operation

Service Level Agreement
Expanded the reach of Zensar’s 30+ applications into SLA based approach to all of the client’s Lines of Business

Global Warranty Roadmap
Developed unified technology platform for Vehicle insurance through Business Process mapping to improve process efficiency

SSP Mortgage Solutions
Created the first single operating platform for Mortgage Solutions, resulting in seamless customer experience

Robotic Process Automation
Developed Digital portals for Canada business transformation
Inclusive Portal Development
Mobile Services Dual Shore Development ZARP/IMV Implementation

Optus D24 Partnership

## LANDMARK EVENTS IN OUR STORY SO FAR..

### Key Strategic Projects

<table>
<thead>
<tr>
<th>Project</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>3R Risk Adjuster</td>
<td>Improve efficiency of risk assessment through Reinsurance, Risk Corridors and Risk Adjustment using Predictive Analytics</td>
</tr>
<tr>
<td>ICD-10 Implementation</td>
<td>Facilitation of transition to the latest compliance creating enhanced Service Capability</td>
</tr>
<tr>
<td>Healthcare Exchanges</td>
<td>Online marketplace enabling access to broad health networks, enhancing Customer Satisfaction</td>
</tr>
<tr>
<td>Global Warranty</td>
<td>Unified technology solution for Vehicle Protection Services, to deliver optimized Customer Experience</td>
</tr>
<tr>
<td>SSP Encore</td>
<td>Intelligent Automation of Business Processes by migrating to integration and platform modernization</td>
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<tr>
<td>BAM 2.0 for CIBC MAX</td>
<td>Full scale partner enabling Realtime Business Intelligence for Strategic Planning initiatives</td>
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</tbody>
</table>

### Technologies used

- [image of technology icons]

### Value Delivered

- $225M+ Revenue generated through online Web Portal sales
- 13M+ Net Subscribers enrolled
- 25% Reduction in Operational Cost
- 30% increase in Customer Base for individual insurance segment
- $ 500M Recoverable through Predictive Analytics

### HEAR THE CUSTOMER SPEAK

> In the past year, the client made the decision to expand our sales model and customer base to include Exchange based business. This required the technology teams of the client and Zensar to work in a strong partnership, assessing requirements as they came in and evaluating the technology solutions that could quickly deliver the needed capabilities. We recognize our Zensar team has put in long hours and heroic efforts to help deliver the Exchange solutions both from a development and testing standpoint. 

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