



April 1, 2013

Industry Recognition

Two leading industry associations recently recognized our company's processes, people and performance.

HMFA Peer Review

NCO recently received the prestigious honor of "Peer Review" by the Healthcare Financial Management Association (HFMA), one of the leading healthcare organizations in the world. This evaluation extends our Peer Review recognition for another term.



Joseph J. Fifer, HFMA President and CEO, commented, "The HFMA Peer Review process assures our members, through a rigorous evaluation, that the reviewed product or service meets an objective third-party evaluation that assesses overall effectiveness, quality, and value."

Criteria for a product or service to display the HFMA Peer Review include:

- ? High client survey scores for enhanced productivity for the individual user and for the customer's organization
- ? Ease of installation and use
- ? Accuracy and reliability
- ? Good value for the price
- ? Excellent technical support and customer service
- ? Overall positive rating from reviewers based on a quantitative scale

To learn more about the HFMA honor, please read our recent [press release](#).

IAOP Top 100

The International Association of Outsourcing Professionals (IAOP) recently recognized EGS as one of the world's top 100 organizations across all outsourcing service domains (BPO, manufacturing, real-estate, etc.). This is the first for EGS!



Companies were evaluated based on the following four criteria:

- ? Size and growth
- ? Customer satisfaction
- ? Depth of competence
- ? Management capabilities

IAOP's award recipients will be listed in Fortune Magazine in May, 2013.

FORTUNE

For more information about the IAOP recognition, read the following [press release](#).

