

# Our impact in Financial Services and Insurance

CX optimized at the point of conversation



## The world of buying, paying, and lending are evolving. Are you?

Today's banking and insurance CX leaders face pressures to drive efficiency gains, thwart cyberattacks, compete against digital-only upstarts, and meet growing customer expectations — all while cutting costs. Our integrated customer experience solutions and consultative-partner approach will help you stabilize your bottom line, attract new customers, and build long-term loyalty.

## TTEC Financial Services and Insurance client results

Through our customer experience BPO, technology, consulting, and analytics services, we optimize experiences, lower costs, and boost your bottom line. Click on the results below to learn more.

Cost Reduction /  
Savings Identified

Revenue / Sales  
Generated

Improved Customer  
& Employee Experience

## TTEC Financial Services and Insurance at a glance

# 25+

years experience as a Financial Services Industry leader

Expertise in **Fraud Prevention and Management, Customer retention and Acquisition.**

# 6700

Licensed specialists including 2000+ for P&C

# 30%

TTEC's core BPO footprint services financial services and insurance clients

# 1200

associates serving banking and insurance clients globally

# 300

global banking, financial services, and insurance clients

# 77%

Employee Engagement Score

Partner with TTEC Financial Services & Insurance Solutions to start making an impact in your organization today