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PRESS RELEASE

Amalgamated Family of Companies Named to Top 20 In BenchmarkPortal's Top 100 Call Center Program

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Two members of the Amalgamated Family of Companies -- Amalgamated Life (www.amalgamatedlife.com), a leading provider of life and health insurance, and Alicare, Inc., a leading third party administrator, have been named to BenchmarkPortal's 2013 Top 20 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 world's largest in contact center metrics.

For Amalgamated Life, this latest award follows others also recognizing the company for its performance and service quality. They include such prestigious organizations as A.M. Best, from which Amalgamated Life has received 37 consecutive "A" (Excellent) ratings, and the Ward Group, which named the company to its "Ward's 50" group of the top performing companies in the insurance industry. For its part, AliCare has a longstanding reputation for providing superior, proactive customer service. The company's loyal customer base is a direct outcome of its emphasis on efficient, responsive and high quality benefit administration services.

In acknowledging the Amalgamated Family of Companies' achievement as a Top 20 Call Center in North America, President and CEO David Walsh commented that, "Our organization strives to meet the highest standards of performance. Our call center is perhaps the most visible area to our customers where our commitment to meeting their needs efficiently can be best experienced. This recent recognition is a testament to that commitment."



Walsh commended the performance of the company's call center representatives and singled out its Executive Director, Customer Advocacy Rey J. Lago, for his strong leadership and management of this vital corporate resource.

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 or contact: kspalding@amalgamatedlife.com.