



Proctor Financial, Inc. Places 3rd In the Top 100 Call Center Award From Benchmarkportal

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Proctor Financial, Inc. (PFI) is proud to announce that it recently placed **3rd in BenchmarkPortal's "Top 100" Small-Sized Call Center Award for 2016**. Receiving this designation is a testament to PFI's management and employee dedication to balancing effectiveness and efficiency in operations resulting in exceptional call center service for PFI's clients and their borrowers.

The "Top 100" competition compares the performance of contact centers throughout North America by evaluating their key metrics against industry peers. Entries are all cross-checked, validated and approved by certified call center experts, and the resulting submissions are scored on the basis of both quality and cost efficiency. PFI's recognition as a **3rd place** call center in North America is an impressive honor in the customer service and support industry.

"The exemplary performance of our call center is another demonstration of our commitment to superior customer service. We are grateful to BenchmarkPortal for recognizing our dedication to serving mortgagors nationwide." - Paul Glantz, President of Proctor Financial, Inc.

Since the "Top 100" process is based entirely on statistical comparison to the world's largest and most respected database of call center metrics, this recognition can objectively identify centers who are achieving superior results both in financial and qualitative terms.

The "Top 100" contest grouped submissions into four categories for this awards program. Each center was compared from a wide variety of industries and assigned numerical ratings. As a result, PFI was determined to be a "Top 100" Call Center in North America.

"The Proctor Financial, Inc. contact center is among the best in its industry. This award was granted on the basis of objective, metrics-driven performance. Proctor Financial, Inc. stood tall against its competitors according to the world's largest database of call center metrics. This is not easy to do, and we congratulate them on their accomplishment." - Bruce Belifiore, CEO of BenchmarkPortal

In October 2015, PFI was recertified as a Center of Excellence by BenchmarkPortal for the fifth consecutive year.

About Proctor Financial, Inc.

Proctor Financial, Inc. (PFI) is a leading hazard tracking and lender-placed insurance provider for mortgage servicers on a national basis. An industry leader, PFI pioneered the concept of lender-placed insurance (also called force-placed insurance) in the 1970s. PFI demonstrates success in industry experience and exceptional service with an impressive list of over 1,500 clients. PFI is a wholly owned subsidiary of Brown & Brown, Inc. (NYSE: BRO). For more information about PFI, visit the company website at www.pfic.com.

About BenchmarkPortal

BenchmarkPortal's activities began in 1995, and it is now a global leader in the contact center industry, providing benchmarking, certification, training, consulting and research. The BenchmarkPortal team of professionals has gained international recognition for its innovative approach to best practices for contact centers. BenchmarkPortal hosts the world's largest database of contact center metrics, which is constantly being refreshed with new data. BenchmarkPortal's mission is to provide contact center managers with the tools and information that will help them optimize their efficiency and effectiveness in their customer communications. For more information, please call 1-800-214-8929 or visit www.BenchmarkPortal.com

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