

26th October 2021

To:

National Stock Exchange of India Limited (Scrip Code: FSL)
Exchange Plaza,
Plot no. C/1, G Block,
Bandra-Kurla Complex
Bandra (East),
Mumbai - 400 051

BSE Limited (Scrip Code: 532809)
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

Dear Madam/ Sir,

Sub: Press Release

Pursuant to Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, please find attached herewith the press release titled “**Firstsource and Eco-Mail Partner to Strengthen Workflow Digitization for Health Plans Amidst Permanent Shift to a Remote Workforce**” which will be disseminated shortly.

The Press release is self-explanatory.

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**

Pooja Nambiar
Company Secretary & Compliance Officer
Encl.: A/a

FIRSTSOURCE SOLUTIONS LTD.,

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Firstsource and Eco-Mail Partner to Strengthen Workflow Digitization for Health Plans Amidst Permanent Shift to a Remote Workforce

Collaboration to Extend Firstsource's Best-in-Class Digital Intake Capabilities

Mumbai, India | Louisville, US, October 26, 2021: [Firstsource Solutions Limited](#) (NSE: FSL, BSE:532809), a global provider of Business Process Management (BPM) services and an RP-Sanjiv Goenka Group company, today announced it has partnered with [Eco-Mail](#), a leading SaaS provider that transforms physical mail assets into digital assets. Eco-Mail's software adds to Firstsource's digital enterprise workflow capabilities by enabling health plans to rapidly process and digitize incoming paper mail, making speed of processing faster, more accurate and more efficient.

According to a [recent survey](#), 99% of business leaders reported that they expect some of their workforce to operate under a hybrid remote and in-office work model beyond the pandemic, and 42% expect a majority of their workforce to operate in a hybrid model. It is clear that remote and hybrid work is here to stay for the long-term, and organizations are expected to digitize workflows in order to ensure remote accessibility, security and efficiency. This is particularly crucial for mail, which is traditionally sorted manually and physically delivered to recipients.

Businesses' only viable option is to digitize their corporate mail in order to ensure uninterrupted information flow. Manual sorting, processing and distribution of inbound paper mail to remote operations teams introduces errors and delays into the system, impacting timely decision making, increasing operational costs and jeopardizing customer relationships. Firstsource's [Digital Intake](#) solution supports health plans as they continue to navigate this hybrid work model and allows them to synthesize information and keep operations running as smoothly as possible securely and compliantly.

"Our priority at Firstsource is to help our customers keep their business-critical operations running seamlessly. The hybrid remote workforce requires that all organizations operate within a centralized digital hub to enable business continuity, process flexibility, and compliance, and we have made it our mission to support our customers in this time of ongoing transition," said **Venkatgiri Vandali, President, Health Plans and Healthcare Services at Firstsource Solutions**. "We have been servicing our customers' digital workflow needs across different types of claims, appeals, and grievances for many years and are now extending this offering to digitizing physical mail with the support of Eco-Mail, strengthening our Digital Intake and BPaaS service."

"Hybrid-remote environments will dominate the future working environment, calling for controlled SaaS usage to eliminate the accessibility, security and operations that arise without a true digital transformation," said **Jay Maller, Founder & CEO Eco-Mail**. "We are excited to partner with Firstsource to improve digital collaboration, drive transformation and enable a digital backbone for healthcare clients across the country."

To learn more about Firstsource's Digital Intake capabilities visit:

<https://www.firstsource.com/healthcare/health-plans/bpaas/#digital-intake>

About Firstsource

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL@IN), is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries. The Company's 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver

moments that matter and build competitive advantage. With an established presence in the US, the UK, India and the Philippines, Firstsource acts as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies. <https://www.firstsource.com/>

About Eco-Mail

Eco-Mail is the leading, scalable platform for transforming physical mail into digital assets, enabling electronic distribution, delivery, accountability, and integration with existing systems. By approaching physical mail as a strategic problem, Eco-Mail delivers company-wide benefits, far beyond the mailroom. With the EMX Enterprise solution, Eco-Mail drives major cost savings, improves audit and compliance controls, and makes entire businesses faster, more flexible and more customer responsive. To learn more about Eco-Mail, visit www.eco-mail.com

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