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National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Mumbai-400051
Symbol: TCS

BSE Limited
P. J. Towers, Dalal Street,
Mumbai-400001
Scrip Code No. 532540

Dear Sirs,

We are sending herewith copy of the Press Release titled “**TCS Expands Strategic Partnership with Aviva with a new 15-year agreement in the UK**” which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

Yours faithfully,
For Tata Consultancy Services Limited

Pradeep Manohar Gaitonde
Company Secretary

TATA CONSULTANCY SERVICES

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TCS Expands Strategic Partnership with Aviva with a new 15-year agreement in the UK

- Tata Consultancy Services to transform customer experience through TCS BaNCS™ based platform
- The partnership to serve over 5.5 million Life and Pensions policies further enhances TCS' growth momentum in the UK

LONDON | MUMBAI, January 30, 2024: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) announced a 15-year expansion of its partnership with Aviva, the UK's leading Insurance, Wealth and Retirement provider, to transform Aviva's UK Life business and enhance customer experience leveraging the TCS BaNCS™ based platform. As part of this, the end-to-end policy administration and servicing will expand to cover over 5.5 million policies, to be managed by Diligenta, TCS' FCA regulated subsidiary in the UK, on behalf of Aviva.

Aviva and TCS have jointly transformed the end-to-end experience of Aviva's customers over the years, through a strong foundation of digitization and simplification. Aviva has now engaged TCS, to extend this enhanced customer experience using the same future-proof TCS BaNCS™ based digital platform to administer other Aviva books of business.

TCS' customer-centric approach to digitization at enterprise level is centered around New Consumer Duty Principles to provide good customer outcomes, through self-service capabilities for customers, digitally powered service delivery centers and a simplified technology landscape. TCS will leverage its BaNCS™ based platform and contextual knowledge to improve service quality and enhance the experience for all stakeholders including policyholders, advisers, and operational staff. This will enable quicker resolutions, improved access to information and better outcomes for Aviva's customers.

Doug Brown, CEO Insurance, Wealth & Retirement, Aviva said: *"Extending this strategic partnership will improve how we serve our customers, further simplify our operations and support our growth ambitions. It will allow us to rationalize our systems and improve efficiency, bringing significant benefits for our customers and the business."*

"Our long-standing relationship with Aviva over the last 20 years is a testament to our joint efforts to consistently and continuously transform customer experience. We are delighted as we embark on the next chapter of this journey, where ongoing investment in our TCS BaNCS™ based platform and proven track record will enable Aviva to drive a customer-centric business, even as we continue to improve end-to-end customer experience benchmarks in the UK Life and Pensions industry," said **R Vivekanand, President, BFSI Products & Platforms, TCS.**

TCS BFSI Platforms is an end-to-end digital ecosystem that powers the journeys of life, pensions/annuities, property/casualty, and health insurance providers. This SaaS-first platform helps companies manage enterprise simplification, deliver superior customer experience, and achieve digital transformation.

This announcement further enhances the strong growth momentum that TCS has seen in the UK. TCS has operated in the UK for more than 45 years and works with over 200 of the nation's best-known and most-loved businesses including British Airways, Virgin Atlantic, Sainsbury's, Nationwide, M&S, Asda and Boots. TCS has a leadership position in software and IT services to the UK market. It currently employs more than 23,000 people in the UK and Ireland, making it among the region's biggest IT employers. TCS has been ranked the number one IT service provider for customer satisfaction in the UK in an independent survey of CIOs from the largest IT spending organizations in the country.

About Aviva

Aviva are the UK's leading Insurance, Wealth & Retirement business and operate in the UK, Ireland and Canada. Aviva also have international investments in India and China. Aviva helps its 18.7 million customers make the most out of life, plan for the future, and have the confidence that if things go wrong Aviva will be there to put it right. Aviva has been taking care of people for more than 325 years, in line with Aviva's purpose of being 'with you today, for a better tomorrow'. As at 30 June 2023, total Group assets under management at Aviva Group were £358 billion and its estimated Solvency II shareholder capital surplus as at 30 September 2023 was £7.6 billion. Aviva shares are listed on the London Stock Exchange, and it is a member of the FTSE 100 index. For more information, visit www.aviva.com/about-us

About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that has been partnering with many of the world's largest businesses in their transformation journeys for over 55 years. Its consulting-led, cognitive powered, portfolio of business, technology and engineering services and solutions is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 603,305 of the world's best-trained consultants in 55 countries. The company generated consolidated revenues of US \$27.9 billion in the fiscal year ended March 31, 2023, and is listed on the BSE and the NSE in India. TCS' proactive stance on climate change and award-winning work with communities across the world have earned it a place in leading sustainability indices such as the MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com

About Diligenta

Diligenta, a UK-based FCA regulated subsidiary of Tata Consultancy Services (TCS), is a leading provider of third-party administration services for the Life and Pensions (L&P) industry and currently administers over 20 million policies on behalf of its clients. Established in 2005, Diligenta has a consistent track record of delivering transformation to the L&P industry, with a market leading platform powered by TCS BaNCS™. It aims to transform the customer experience, utilising industry leading platform and digital capabilities and to support clients in launching new products and propositions. Diligenta combines in-depth knowledge of L&P industry with TCS' proven technology and delivery capability to deliver transformation for its clients in a competitive market place. For more information, visit www.diligenta.co.uk

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