



4th February 2019

To:

National Stock Exchange of India BSE Limited (Scrip Code: 532809)
Exchange Plaza,
Plot no. C/1, G Block,
Bandra-Kurla Complex
Bandra (East),
Mumbai - 400 051

Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

Dear Madam/ Sir,

Sub: Outcome of the Board Meeting

We wish to inform you that the Board of Directors of the Company have, at their meeting held today i.e. 4th February 2019, interalia approved the following:-

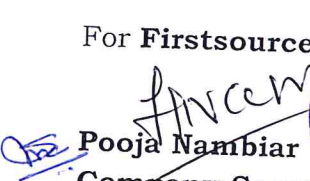
1. The Audited Standalone and Consolidated financial Results for the quarter and nine months ended 31st December 2018, copies of which are enclosed herewith along with copies of Auditors' Reports thereon.
2. Appointment of Mr. Pratip Chaudhuri and Mr. Sunil Mitra as Additional Directors (Non-Executive Independent Directors, not liable to retire by rotation) for a term of five consecutive years with effect from 1st April 2019, subject to the approval of members in the ensuing Annual General Meeting to be held for FY 2018-19. Further, the Board noted that the 5 year term of Mr. Y.H. Malegam, Mr. Charles Miller Smith and Mr. Donald Layden Jr., as Independent Directors will expire on 31st March 2019 by efflux of time.
3. Constitution of Risk Management Committee in terms of SEBI (Listing Obligations and Disclosure Requirement) (Amendment) Regulations, 2018.

The Meeting commenced at 11:45 a.m. and concluded at 01:30 p.m.

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**


Pooja Nambiar

Company Secretary & Compliance Officer

FIRSTSOURCE SOLUTIONS LTD.,

Paradigm B, 5th Floor, Mindspace, New Link Road, Malad (W), Mumbai - 400 064, India.
Tel: +91 22 6666 0888 | Fax: +91 22 6666 0887 | Web: www.firstsource.com

INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF DIRECTORS OF FIRSTSOURCE SOLUTIONS LIMITED

Tel: +91 22 6185 4000
Fax: +91 22 6185 4001

1. We have audited the accompanying Statement of Consolidated Financial Results of **Firstsource Solutions Limited** (the 'Company') and its subsidiaries (the Company and its subsidiaries together referred to as 'the Group') and its share of loss of its associate company, for the quarter and the nine months ended 31 December 2018 (the 'Statement'), being submitted by the Company pursuant to the requirement of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated 5 July 2016.
2. This Statement, which is the responsibility of the Company's Management and approved by the Board of Directors, has been compiled from the related condensed consolidated financial statements which has been prepared in accordance with the recognition and measurement principles laid down in Indian Accounting Standard 34 Interim Financial Reporting ('Ind AS 34'), prescribed under Section 133 of the Companies Act, 2013 (the 'Act') read with relevant rules issued thereunder and other accounting principles generally accepted in India. Our responsibility is to express an opinion on the Statement based on our audit of such condensed consolidated financial statements.
3. We conducted our audit in accordance with the Standards on Auditing issued by the Institute of Chartered Accountants of India ('ICAI'). Those Standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the Statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and the disclosures in the Statement. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the Statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Company's preparation and fair presentation of the Statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of the accounting estimates made by the Management, as well as evaluating the overall presentation of the Statement.

We believe that the audit evidence obtained by us is sufficient and appropriate to provide a basis for our audit opinion.

4. In our opinion and to the best of our information and according to the explanations given to us, the Statement:

(i) Includes the results of the following entities:

List of Subsidiaries:

1. Firstsource Group USA, Inc.
2. Firstsource Solutions UK Limited
3. Firstsource Solutions S.A.
4. Firstsource Advantage LLC
5. Firstsource Business Process Services, LLC
6. Firstsource Transaction Services LLC
7. Firstsource Process Management Services Limited
8. Firstsource BPO Ireland Limited
9. Firstsource Dialog Solutions (Private) Limited
10. One Advantage LLC
11. MedAssist Holdings LLC
12. Firstsource Solutions USA, LLC
13. ISGN Solutions, Inc.
14. ISGN Fulfillment Services, Inc.
15. ISGN Fulfillment Agency, LLC

List of Associate:

16. Nanobi Data and Analytics Private Limited

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**Deloitte
Haskins & Sells LLP**

- (ii) is presented in accordance with the requirements of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated 5 July 2016; and
 - (iii) gives a true and fair view in conformity with the aforesaid Ind AS and other accounting principles generally accepted in India of the net profit and total comprehensive income and other financial information of the Company for the quarter and nine months ended 31 December 2018.
5. The Consolidated financial results include the Group's share of loss of ₹ Nil million (less than ₹ 0.01 million) and ₹ 0.01 million for the quarter and nine months ended 31 December 2018 respectively in respect of an associate which is based on the associate's unaudited financial information for the quarter and nine months ended 31 December 2018 furnished to us by the Management of the Company. Our report in so far as it relates to the amounts and disclosures included in respect of this associate is based solely on such unaudited financial information. Our report is not modified in respect of this matter.

For **DELOITTE HASKINS & SELLS LLP**
Chartered Accountants
(Firm's Registration No. 117366W / W-100018)



SANJIV V. PILGAONKAR
Partner
(Membership No. 39826)

Kolkata, 4 February 2019

Firstsource Solutions Limited

AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND NINE MONTHS ENDED DECEMBER 31, 2018

CIN: L64202MH2001PLC134147

Registered office: 5th Floor, Paradigm 'B' wing, Mindspace, Link Road, Malad (West), Mumbai 400 064

Tel: + 91 22 66660888 Fax: + 91 22 6666 0887 web: www.firstsource.com, email: complianceofficer@firstsource.com

(Rs. in millions, except per share data and per equity data)

Particulars	Quarter ended			Nine months ended		Year ended
	December 31	September 30	December 31	December 31	December 31	March 31
	2018	2018	2017	2018	2017	2018
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
Income						
Revenue from operations	9,723.13	9,442.00	8,631.41	28,224.92	25,601.81	34,314.97
Other operating income, net	129.29	105.40	240.97	366.03	777.72	1,037.50
Other income	7.07	5.06	26.09	28.77	79.81	54.31
Total income	9,859.49	9,552.46	8,898.47	28,619.72	26,459.34	35,406.78
Expenses						
Employee benefits expenses	6,564.72	6,453.48	6,044.63	19,228.32	17,927.66	23,954.75
Depreciation and amortisation	190.79	184.03	171.74	554.69	486.90	659.24
Finance costs	70.40	64.96	103.84	197.80	315.07	404.03
Other expenses	1,926.65	1,765.60	1,666.42	5,392.13	5,187.69	6,808.66
Total expenses	8,752.56	8,468.07	7,986.63	25,372.94	23,917.32	31,826.68
Profit before tax and share in net (loss) of associate	1,106.93	1,084.39	911.84	3,246.78	2,542.02	3,580.10
Share in net profit / (loss) of associate	-	-	-	(0.01)	(0.01)	(0.01)
Profit before tax	1,106.93	1,084.39	911.84	3,246.77	2,542.01	3,580.09
Tax expense						
Current tax	75.71	106.01	145.80	339.80	360.57	456.79
Deferred tax	49.95	50.44	(229.51)	111.65	(155.66)	(142.48)
Net profit after tax	981.27	927.94	995.55	2,795.32	2,337.10	3,265.78
Other comprehensive income, net of taxes	160.13	401.20	(158.93)	945.31	(200.34)	(175.48)
Total comprehensive income	1,141.40	1,329.14	836.62	3,740.63	2,136.76	3,090.30
Profit attributable to:						
Owners of the equity	981.28	928.03	995.47	2,795.43	2,336.94	3,265.19
Non - controlling interest	(0.01)	(0.09)	0.08	(0.11)	0.16	0.59
	981.27	927.94	995.55	2,795.32	2,337.10	3,265.78
Total comprehensive income attributable to:						
Owners of the equity	1,142.13	1,330.17	836.94	3,741.55	2,136.93	3,089.52
Non - controlling interest	(0.73)	(1.03)	(0.32)	(0.92)	(0.17)	0.78
	1,141.40	1,329.14	836.62	3,740.63	2,136.76	3,090.30
Paid-up equity share capital (Face value per share of Rs 10)	6,908.52	6,903.64	6,852.60	6,908.52	6,852.60	6,865.23
Reserves excluding revaluation reserve	-	-	-	-	-	16,852.37
Earning per share (Rs) : (Face value per share of Rs 10)						
-Basic	1.42	1.35	1.46	4.06	3.42	4.78
-Diluted	1.41	1.33	1.45	4.02	3.40	4.73

Notes to financials results :

- The audited consolidated financial statements for the quarter and nine months ended December 31, 2018 have been taken on record by the Board of Directors at its meeting held on February 4, 2019. The statutory auditors have expressed an unmodified audit opinion. The information presented above is extracted from the audited consolidated financial statements. These financial statements are prepared in accordance with the Indian Accounting Standard (Ind AS) as prescribed under Section 133 of the Companies Act, 2013 read with Rule 3 of the Companies (Indian Accounting Standards) Rules, 2015 and Companies (Indian Accounting Standards) Amendment Rules, 2016.
- During the nine months ended December 31, 2018, 4,328,961 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.
- Pursuant to a composite scheme of arrangement ('Scheme'), approved by National Company Law Tribunal on 5 October 2018, amongst CESC Infrastructure Limited, Spen Liq Private Limited (erstwhile Holding Company) and other entities, Spen Liq Private Limited has been amalgamated with CESC Ventures Limited (formerly known as RP-SG Business Process Services Limited) with effect from 1 October 2017. Consequently, as a result of this approved composite scheme, the Shares of the Company held by Spen Liq Private Limited have devolved on CESC Ventures Limited on 12 October 2018 and thereby CESC Ventures Limited has become the immediate Parent of the Company.

4. Standalone Information (Audited) under Ind AS

Particulars	Quarter ended			Nine months ended		Year ended
	December 31	September 30	December 31	December 31	December 31	March 31
	2018	2018	2017	2018	2017	2018
Total income	1,949.80	1,944.77	2,130.14	5,942.54	6,783.95	8,739.79
Net profit before taxation	490.70	457.11	606.06	1,519.71	1,704.45	2,192.56
Net profit after taxation and before other comprehensive income	456.04	402.88	510.88	1,330.35	1,454.98	1,919.16



Firstsource Solutions Limited

AUDITED CONSOLIDATED FINANCIAL RESULTS FOR THE QUARTER AND NINE MONTHS ENDED DECEMBER 31, 2018

(Rs in millions)

6. Segment Reporting - Consolidated audited

Particulars	Quarter ended			Nine months ended		Year ended
	December 31	September 30	December 31	December 31	December 31	March 31
	2018	2018	2017	2018	2017	2018
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
Segment revenue						
a) Customer management	5,501.38	5,262.95	4,702.13	15,821.39	14,202.52	18,868.24
b) Healthcare	3,092.33	3,073.28	3,063.52	9,145.72	8,790.53	11,853.21
c) Collections	1,129.42	1,105.77	865.76	3,257.81	2,608.76	3,593.52
Total	9,723.13	9,442.00	8,631.41	28,224.92	25,601.81	34,314.97
Less: Inter-segment revenue	-	-	-	-	-	-
Net segment revenue	9,723.13	9,442.00	8,631.41	28,224.92	25,601.81	34,314.97
Segment results before tax and finance costs						
a) Customer management	776.99	675.96	746.68	2,074.09	2,075.53	2,840.82
b) Healthcare	443.74	606.89	515.69	1,654.14	1,451.46	1,988.95
c) Collections	177.80	199.34	92.54	554.68	221.52	378.55
Total	1,398.53	1,482.19	1,354.91	4,282.91	3,748.51	5,208.32
i) Finance costs	(70.40)	(64.96)	(103.84)	(197.80)	(315.07)	(404.03)
ii) Other unallocable expenditure net of unallocable income	(221.20)	(332.84)	(339.23)	(838.33)	(891.42)	(1,224.19)
iii) Share in net profit / (loss) of associate	-	-	-	(0.01)	(0.01)	(0.01)
Profit before tax and other comprehensive income	1,106.93	1,084.39	911.84	3,246.77	2,542.01	3,580.09
Segment assets						
a) Customer management	8,292.62	8,626.26	7,066.25	8,292.62	7,066.25	8,291.18
b) Healthcare	18,924.98	19,794.92	17,541.71	18,924.98	17,541.71	17,908.40
c) Collections	3,161.22	3,399.88	3,830.44	3,161.22	3,830.44	3,095.54
e) Unallocable	5,590.38	4,652.42	4,879.13	5,590.38	4,879.13	4,680.58
Total	35,969.20	36,473.48	33,317.53	35,969.20	33,317.53	33,975.70
Segment liabilities						
a) Customer management	8,065.17	8,637.45	5,175.81	8,065.17	5,175.81	5,606.61
b) Healthcare	677.15	914.33	4,152.74	677.15	4,152.74	3,682.80
c) Collections	286.09	385.75	153.21	286.09	153.21	263.63
e) Unallocable	746.76	1,503.66	1,292.80	746.76	1,292.80	892.53
Total	9,775.17	11,441.19	10,774.56	9,775.17	10,774.56	10,445.57

Note on segment information

Business segments

Based on the "management approach" as defined in Ind AS 108 - Operating Segments, the Chief Operating Decision Maker evaluates the Group's performance and allocates resources based on an analysis of various performance indicators by business segments. Accordingly, information has been presented into three key business segments comprising customer management, healthcare and collections. The accounting principles used in the preparation of the financial statements are consistently applied to record revenue and expenditure in individual segments.

Kolkata, India
February 4, 2019



By order of the Board
For Firstsource Solutions Limited

Rajesh Subramaniam
Managing Director and CEO

INDEPENDENT AUDITOR'S REPORT TO THE BOARD OF DIRECTORS OF FIRSTSOURCE SOLUTIONS LIMITED

1. We have audited the accompanying Statement of Standalone Financial Results of **Firstsource Solutions Limited** (the 'Company'), for the quarter and the nine months ended 31 December 2018 (the 'Statement') being submitted by the Company pursuant to the requirement of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated 5 July 2016.
2. This Statement, which is the responsibility of the Company's Management and approved by the Board of Directors, has been compiled from the related condensed standalone financial statements which has been prepared in accordance with the recognition and measurement principles laid down in Indian Accounting Standard 34 Interim Financial Reporting ('Ind AS 34'), prescribed under Section 133 of the Companies Act, 2013 (the 'Act') read with relevant rules issued thereunder and other accounting principles generally accepted in India. Our responsibility is to express an opinion on the Statement based on our audit of such condensed standalone financial statements.
3. We conducted our audit in accordance with the Standards on Auditing issued by the Institute of Chartered Accountants of India ('ICAI'). Those Standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the Statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and the disclosures in the Statement. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the Statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Company's preparation and fair presentation of the Statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of the accounting estimates made by the Management, as well as evaluating the overall presentation of the Statement.

We believe that the audit evidence obtained by us is sufficient and appropriate to provide a basis for our audit opinion.

4. In our opinion and to the best of our information and according to the explanations given to us, the Statement:
 - a. is presented in accordance with the requirements of Regulation 33 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as modified by Circular No. CIR/CFD/FAC/62/2016 dated 5 July 2016; and
 - b. gives a true and fair view in conformity with the aforesaid Ind AS and other accounting principles generally accepted in India of the net profit and total comprehensive income and other financial information of the Company for the quarter and the nine months ended 31 December 2018.

For **DELOITTE HASKINS & SELLS LLP**
Chartered Accountants
(Firm's Registration No. 117366W / W-100018)

SANJIV V. PILGAONKAR
Partner
(Membership No. 39826)

Kolkata, 4 February 2019

Firstsource Solutions Limited

AUDITED STANDALONE FINANCIAL RESULTS FOR THE QUARTER AND NINE MONTHS ENDED DECEMBER 31, 2018

CIN: L64202MH2001PLC134147

Registered office: 5th Floor, Paradigm 'B' wing, Mindspace, Link Road, Malad (West), Mumbai 400 064

Tel: + 91 22 66660888 Fax: + 91 22 6666 0887 web: www.firstsource.com, email: complianceofficer@firstsource.com

(Rs. in millions, except per share data and per equity data)

Particulars	Quarter ended			Nine months ended		Year ended
	December 31	September 30	December 31	December 31	December 31	March 31
	2018	2018	2017	2018	2017	2018
	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)	(Audited)
Income						
Revenue from operations	1,740.33	1,833.92	1,860.20	5,467.61	5,921.81	7,628.18
Other operating income, net	170.46	85.25	249.44	387.23	746.75	984.48
Other income	39.01	25.60	20.50	87.70	115.39	127.13
Total income	1,949.80	1,944.77	2,130.14	5,942.54	6,783.95	8,739.79
Expenses						
Employee benefits expenses	932.55	952.72	994.84	2,828.37	3,254.25	4,153.00
Depreciation and amortisation	61.69	59.04	56.04	177.82	160.22	215.30
Finance costs	4.21	3.40	(6.11)	11.61	35.38	62.32
Other expenses	460.65	472.50	479.31	1,405.03	1,629.65	2,116.61
Total expenses	1,459.10	1,487.66	1,524.08	4,422.83	5,079.50	6,547.23
Profit before tax	490.70	457.11	606.06	1,519.71	1,704.45	2,192.56
Tax expense						
Current tax	43.53	50.13	94.33	189.74	230.59	277.00
Deferred tax	(8.87)	4.10	0.85	(0.38)	18.88	(3.60)
Net profit after tax	456.04	402.88	510.88	1,330.35	1,454.98	1,919.16
Other comprehensive income, net of taxes	858.08	(425.13)	44.69	441.72	(319.24)	(715.70)
Total comprehensive income	1,314.12	(22.25)	555.57	1,772.07	1,135.74	1,203.46
Paid-up equity share capital (Face value per share of Rs 10)	6,908.52	6,903.64	6,852.60	6,908.52	6,852.60	6,865.23
Reserves excluding revaluation reserve	-	-	-	-	-	14,480.28
Earning per share (Rs): (Face value per share of Rs 10)						
-Basic	0.66	0.58	0.75	1.93	2.13	2.81
-Diluted	0.66	0.58	0.74	1.91	2.12	2.78

Notes to financials results :

- The audited standalone financial statements for the quarter and nine months ended December 31, 2018 have been taken on record by the Board of Directors at its meeting held on February 4, 2019. The statutory auditors have expressed an unmodified audit opinion. The information presented above is extracted from the audited standalone financial statements. These financial statements are prepared in accordance with the Indian Accounting Standard (Ind AS) as prescribed under Section 133 of the Companies Act, 2013 read with Rule 3 of the Companies (Indian Accounting Standards) Rules, 2015 and Companies (Indian Accounting Standards) Amendment Rules, 2016.
- During the nine months ended December 31, 2018, 4,328,961 equity shares were issued pursuant to exercise of stock options under the Employee Stock Option Scheme of the Company.
- As per Ind AS 108 - Operating Segment, if a financial report contains both consolidated financial statements of a parent that is within the scope of this Ind AS as well as the parent's separate financial statements, segment information is required only in the consolidated financial statements. Accordingly, information required to be presented under Ind AS 108 - Operating Segment has been given in the consolidated financial results.
- Pursuant to a composite scheme of arrangement ('Scheme'), approved by National Company Law Tribunal on 5 October 2018, amongst CESC Infrastructure Limited, Spen Liq Private Limited (erstwhile Holding Company) and other entities, Spen Liq Private Limited has been amalgamated with CESC Ventures Limited (formerly known as RP-SG Business Process Services Limited) with effect from 1 October 2017. Consequently, as a result of this approved composite scheme, the Shares of the Company held by Spen Liq Private Limited have devolved on CESC Ventures Limited on 12 October 2018 and thereby CESC Ventures Limited has become the immediate Parent of the Company.

Kolkata, India
February 4, 2019



By order of the Board
For Firstsource Solutions Limited

Rajesh Subramaniam
Managing Director and CEO

Firstsource Reports Third Quarter Fiscal 2019 Results

Revenues of Rs. 9,852 million; Y-o-Y growth of 11.0%

EBIT of Rs. 1,170 million; Y-o-Y growth of 18.2%.

PAT of Rs. 981 million; Y-o-Y growth of 30.0% over Normalized* PAT and degrowth of (-1.4)% over reported PAT

Kolkata, February 4, 2019: Firstsource Solutions Limited (NSE:FSL, BSE:532809), a global provider of customised Business Process Management (BPM) services and a RP-Sanjiv Goenka Group company, reported its consolidated financial results for the quarter ended December 2018 according to Ind AS.

Financial Highlights for Quarter Ended December 2018:

- Revenues at Rs. 9,852 million, 11.0% Y-o-Y and 3.5% in CC; 3.2% Q-o-Q and 0.9% in CC
- EBIT at Rs. 1,170 million or 11.9% of revenues, 18.2% Y-o-Y; 2.3% Q-o-Q
- PAT at Rs. 981 million or 10.0% of revenues, 30.0% Y-o-Y normalizing* for a one time deferred tax credit of Rs. 241 million in Q3FY2018 on account of reduction in Federal Tax rate in the US and (-1.4)% Y-o-Y on Reported basis; 5.7% Q-o-Q
- By Geography: Firstsource derived 55.2% revenues from the US, 43.8% from the UK and 1.0% from Rest of the World, including India.
- By Vertical: Firstsource derived 34.1% revenues from Healthcare, 28.5% from Telecom & Media, 35.3% from BFSI and 2.1% from other verticals.
- By Segment: Firstsource derived 56.6% revenues from Customer Management, 31.8% from Healthcare and 11.6% from Collections.
- Employee strength was 18,595 as of December 31, 2018, addition of 226 employees in the quarter.
- Q3 FY19 annualized attrition (post 180 days):
 - Offshore (India and Philippines) – 39.3% compared to 44.8% in Q2 FY19
 - Onshore (US and Europe) – 45.8% compared to 54.9% in Q2 FY19

Commenting on the results, **Mr. Sanjiv Goenka, Chairman, RP-Sanjiv Goenka Group and Firstsource Solutions** said, “It has been a good quarter as business records steady growth through margin expansion and strong revenues. We continue to partner with clients providing them with cutting-edge solutions that deliver differentiated business outcomes.”

Awards & Recognitions:

- Awarded bronze at the European Contact Centre and Customer Service Awards (ECCCSA) 2018 for ‘Best Outsourcing Partnership’ for the partnership with Lloyds Banking Group
- Won accolades at the Contact Centre Network Northern Ireland (CCNNI) Awards 2018 in the categories: Trainer of the Year, Support Team of the Year for the NOW TV team and People Development Award
- Awarded the coveted ‘Customer Service Excellence Award’ at the NASSCOM BPM Summit 2018 in the ‘Process Efficiency’ category
- Won gold at the UK Customer Experience Awards 2018 for ‘Best Employee Engagement’ and bronze for ‘Transforming the Customer Experience’ in partnership with Lloyds Banking Group

About Firstsource:

Firstsource Solutions Limited, a RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL@IN), is a leading provider of customised Business Process Management (BPM) services. Firstsource specialises in helping customers stay ahead of the curve through transformational solutions in order to reimagine business processes and deliver increased efficiency, deeper insights and superior outcomes.

We are trusted custodians and long-term partners to 100+ leading brands with presence in the US, the UK, India and the Philippines. Our ‘rightshore’ delivery model offers solutions covering complete customer lifecycle across Healthcare, Telecommunications & Media and Banking, Financial Services & Insurance verticals. Our clientele includes Fortune 500 and FTSE 100 companies.

For more information, please visit www.firstsource.com

Contact:

<p>Joyneel Mukherjee joyneel.mukherjee@rp-sg.in (+91 85848 20335)</p> <p>Sarika Rath Sarika.rath@firstsource.com (+91 98863 78198)</p>	<p>Ankur Maheshwari Ankur.maheshwari@firstsource.com (+91 80 6633 6075)</p> <p>Diwakar Pingle (+91 22 4215 0210) Investor.Relations@firstsource.com</p>
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