

26<sup>th</sup> October 2023

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 Positioned as a ‘Major Contender’ and a ‘Star Performer’ in Everest Group Banking Operations – Services PEAK Matrix® Assessment 2023**” which will be disseminated shortly.

The Press release is self-explanatory and the same is attached herewith.

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**

**Pooja Nambiar**  
**Company Secretary**  
**Encl.: A/a**

**Firstsource Solutions Ltd.**

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(CIN: L64202MH2001PLC134147)

## Firstsource Positioned as a ‘Major Contender’ and a ‘Star Performer’ in Everest Group Banking Operations – Services PEAK Matrix® Assessment 2023

**Mumbai, India | October 26, 2023:** [Firstsource Solutions Limited](#) (NSE: FSL, BSE:532809), a global provider of Business Process Management (BPM) services and an RP-Sanjiv Goenka Group company, has been positioned as a ‘Major Contender’ and a ‘Star Performer’ in Everest Group Banking Operations – Services PEAK Matrix® Assessment 2023.

The Banking Operations Services PEAK Matrix® 2023 analyzed 34 leading banking operations service providers on the impact created in the market, and their ability to deliver services successfully through vision and capability.

Firstsource was positioned as a ‘Major Contender’ for its established capabilities around asset finance, credit cards, mortgages, and retail and SME banking, as well as its platforms, analytics and automation solutions that are enabling organizations to leverage data-driven insights to enhance their operations and customer experience. It recognizes Firstsource as among a few providing holistic front-to-back-end offerings in the provider landscape.

**Sameer Ahluwalia, Head – BFS, Firstsource** shared, "We are honored to be recognized as a Major Contender and a Star Performer in the Everest Group Banking Operations – Services PEAK Matrix® Assessment 2023. This achievement reflects our unwavering commitment to excellence and innovation in the financial services industry. It is a testament to the dedication and expertise of our team, whose relentless pursuit of customer-centric solutions has propelled us to the forefront. As a Major Contender, we embrace the challenge of continuous improvement, while the Star Performer status demonstrates our exceptional growth and impact in the last year. We remain dedicated to pushing the boundaries, shaping the future of banking operations, and delivering superior value to our clients."

“Firstsource stands as a distinguished provider of domain-specific business process management services, with a strong focus on the BFS sector. Firstsource is capable of delivering end-to-end solutions, covering the full spectrum from the front end to the back end in the provider landscape. Firstsource's strategic acquisitions have further solidified its position in the industry.” said **Sahil Chaudhary, Practice Director, Everest Group**.

The report assists key stakeholders, such as banks, financial institutions, and providers, in understanding the current banking service provider landscape and in making informed sourcing and partnership decisions.

Download the report here: [Everest Peak Matrix Banking Operations Assessment-2023 - Firstsource](#)

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### **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, Mexico, India, and the Philippines, Firstsource acts as a trusted growth partner for over 150 leading global brands, including several Fortune 500 and FTSE 100 companies. ([www.firstsource.com](http://www.firstsource.com))

### **Media Contacts**

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