

February 1, 2020

BSE Limited

Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai 400 001.

National Stock Exchange of India Limited

"Exchange Plaza",
Bandra Kurla Complex, Bandra (E)
Mumbai - 400 051.

Scrip Code : 532859

Symbol : HGS

Dear Sirs,

Sub: Closure of Sale transaction of India domestic Customer Relationship Management (CRM) business - Disclosure under Regulation 30 of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015.

This refers to our letter dated November 28, 2019 wherein we had informed that Hinduja Global Solutions Limited (HGSL) has entered into definitive agreement for sale of its India domestic Customer Relationship Management (CRM) business to Altruist Technologies Private Limited (Altruist). In the Annexure to the aforesaid letter, we had mentioned that the transaction would be completed on January 31, 2020.

We are pleased to inform that HGSL has completed the Sale transaction of India domestic CRM business on January 31, 2020. Also enclosed is the Press Release in this matter.

Please take this on record as disclosure under Regulation 30 and oblige.

Thanking you,
Yours faithfully,

For **Hinduja Global Solutions Limited**

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Digitally signed
by S MAHADEVAN
Date: 2020.02.01
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S. Mahadevan

Executive Vice President - Legal, Compliance & Company Secretary

HGS completes sale of its India Domestic CRM biz to Altruist Technologies

Bangalore, India, February 1, 2020: Hinduja Global Solutions Limited ([HGS](#)) (Listed on NSE & BSE, India), announced today that it has completed the sale of its India Domestic Customer Relationship Management (CRM) business to leading BPM services provider Altruist Technologies Private Limited.

The Domestic CRM business comprises primarily voice services and some non-voice processes. As part of the transaction, HGS has transferred client contracts and assets at nine delivery centers across Bangalore, Hyderabad, Pune, Mumbai, Noida, Indore and Raipur, effective February 1, 2020. About 7,000 employees from HGS will join Altruist.

HGS will continue to focus on strengthening its international business that supports global clients out of India, HGS Business Services (comprising HRO, Compliance, Payroll and F&A Services) and HGS Interactive businesses.

About Hinduja Global Solutions (HGS):

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients. Part of the multi-billion dollar conglomerate Hinduja Group, HGS takes a true “globally local” approach, with over 44,218 employees across 71 delivery centers in seven countries making a difference to some of the world’s leading brands across nine key verticals. For the year ended March 31, 2019, HGS had revenues of Rs. 48,167 million (US\$ 689 million).

Visit www.teamhgs.com to learn how HGS can help make your business more competitive.

About Altruist Technologies Private Limited (Altruist):

Altruist Technologies Private Limited is a voice-based BPO company in India, servicing the Indian customers across verticals such as Telecom, Software and Revenue Assurance. The company has grown significantly in the last 10 years through 16 acquisitions and had consolidated revenues of Rs. 425 crore for FY2019. Visit www.altruistindia.com for more details.

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