



TCS/PR/SE/57/2025-26

December 18, 2025

**National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex, Bandra (East)
Mumbai - 400051
Symbol - TCS**

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

Dear Sirs,

Sub: Press Release

We are sending herewith copy of the Press Release titled “**TCS Strengthens Partnership with Aviva UK to Enhance Life and Pensions Customer Experience**” which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

Yours faithfully,

For Tata Consultancy Services Limited

**Yashaswin Sheth
Company Secretary
ACS 15388**

Encl: as above

TATA CONSULTANCY SERVICES

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TCS Strengthens Partnership with Aviva UK to Enhance Life and Pensions Customer Experience

Tata Consultancy Services subsidiary Diligenta, to manage an additional 1.1 million Aviva policies in the UK and enable enhanced customer experience

LONDON | MUMBAI, December 18, 2025: [Tata Consultancy Services](#) (TCS) (BSE: 532540, NSE: TCS), a global leader in IT services, consulting, and business solutions, has announced the expansion of its partnership with Aviva, the UK's leading Insurance, Wealth and Retirement provider. The end-to-end policy administration services will now expand to cover more than 6.5 million policies, to be managed by TCS' FCA-regulated subsidiary, Diligenta UK, on behalf of Aviva.

Aviva is entrusting TCS with an additional portfolio of Life Insurance business, enabling similar transformed services, experiences, and outcomes for Aviva's customers that have characterised the long partnership between TCS and Aviva over the years. This will enable a customer-centric approach to digitisation at an enterprise level which is centred around New Consumer Duty Principles to ensure positive outcomes for customers. This includes self-service capabilities for customers, digitally powered service delivery centres, and a simplified technology landscape.

R Vivekanand, President, BFSI Products & Platforms, TCS, said, "Our enduring partnership with Aviva, established on mutual trust and commitment over many years, has continually strengthened and delivered a better experience for customers. Aviva's ongoing trust in our services and, their decision to entrust us with additional portfolios, demonstrates the depth of our collaboration. We remain dedicated to delivering an exceptional experience for Aviva and its customers. We continue to invest in our TCS BaNCS™ platform and services to stay ahead in the fast-changing tech landscape, as we strive to enhance end-to-end customer experience benchmarks within the UK Life and Pensions industry."

TCS leverages its BaNCS™ platform and contextual knowledge to improve service quality and enhance the experience for all stakeholders, including policy holders, advisers, and operational staff. These initiatives enable faster resolutions, improved access to information, and better outcomes for customers. Diligenta has successfully migrated several million policies to its advanced digital platform, TCS BaNCS™, and remains committed to delivering the same highly digitised and automated services, thereby enhancing experiences and outcomes for end customers.

Residing on a digital core, TCS BaNCS™ for Life Insurance and Pension supports conversational interface to guide users through their business journeys. TCS BaNCS' new product configurator makes agile product launch a reality, reducing time-to-market to a matter of days. The solution offers a rich set of domain APIs that simplify ecosystem play and enable interoperability across channels and business lines. The one platform ecosystem and open products philosophy of TCS BaNCS™ help build advanced digital portals with in-built first-point resolution (FPR), straight-through processing (STP), and risk control features. This enables carriers to provide policy holders and members with the enhanced self-service, along with contextualised communications, experiences, and insights.

The partnership is a testament to TCS' commitment to being a trusted innovation partner for leading businesses in the UK. With a 50-year presence, TCS works with over 200 of the nation's top brands and recently committed to creating 5,000 new jobs across the UK in the next three years. The organisation holds a leadership position in software and IT services and has also 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 organisations in the country.

About Aviva

Aviva is the UK's leading diversified insurer and operates in the UK, Ireland and Canada. It also has international investments in India and China. Aviva helps 25.2 million customers make the most out of life, plan for the future, and have the confidence that if things go wrong, it will be there to put it right. Aviva has been taking care of people for more than 325 years, in line with its purpose of being 'with you today, for a better tomorrow'. As of 30 June 2025, total Group assets under management at Aviva Group were £419 billion and its estimated Solvency II shareholder capital surplus as of 30 September 2025 was £7.0 billion. Aviva shares are listed on the London Stock Exchange and it is a member of the FTSE 100 index. For more details on what Aviva does, its business and how it helps its customers, visit www.aviva.com/about-us.

About Tata Consultancy Services (TCS)

Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) is a digital transformation and technology partner of choice for industry-leading organizations worldwide. Since its inception in 1968, TCS has upheld the highest standards of innovation, engineering excellence and customer service.

Rooted in the heritage of the Tata Group, TCS is focused on creating long term value for its clients, its investors, its employees, and the community at large. With a highly skilled workforce of over 590,000 employees spread across 55 countries and 202 service delivery centers across the world, the company has been recognized as a top employer in six continents. With the ability to rapidly apply and scale new technologies, the company has built long term partnerships with its clients – helping them emerge as perpetually adaptive enterprises. Many of these relationships have endured into decades and navigated every technology cycle, from mainframes in the 1970s to Artificial Intelligence today.

TCS sponsors 14 of the world's most prestigious marathons and endurance events, including the TCS New York City Marathon, TCS London Marathon and TCS Sydney Marathon with a focus on promoting health, sustainability, and community empowerment.

TCS generated consolidated revenues of over US \$30 billion in the fiscal year ended March 31, 2025. For more information, visit www.tcs.com

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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 marketplace. For more information, visit www.diligenta.co.uk

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