TCS/PR/SE-141/2018-19

January 16, 2019

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

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

Dear Sirs,

We are sending herewith copy of the Press Release titled **"TCS Named a Leader in Next Generation Mortgage and Loan BPS for Third Consecutive Year by NelsonHall"** which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

Yours faithfully,
For **Tata Consultancy Services Limited**

Rajendra Moholkar
Company Secretary

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For immediate use **PRESS** RELEASE

TCS Named a Leader in Next Generation Mortgage and Loan BPS for Third Consecutive Year by NelsonHall

Tata Consultancy Services' Experience in Re-engineering, Implementing, and Running M&L Operations, with a Focus on Digital Technology-Enabled Operations, cited as Key Strengths

LONDON | MUMBAI, January 16, 2019: Tata Consultancy Services (TCS), (BSE: 532540, NSE: TCS), a leading global IT services, consulting and business solutions organization, has been named a Leader for the third consecutive time, in the NelsonHall NEAT for Mortgage and Loan (M&L) BPS Services.[1]

The report cites TCS' robust capabilities in implementing and running large scale M&L operations with a focus on delivering digital technology-enabled operations. NelsonHall highlights the company's long-term engagements as well as its onshore and nearshore delivery presence across the US and Latin America.

"The mortgage industry is witnessing digital-led shifts, increasing loan costs and stringent regulations. A strategic partner with the right mix of operational and technological capabilities can drive profitable, efficient operations, and boost the speed to market. M&L services help enterprises to enhance the borrower experience and simplify processes across the business value chain." said **K Krithivasan, President, Banking, Financial Services, and Insurance, TCS**. *"Our recognition as a market leader is a testament to our vision and innovation, differentiated capabilities and offerings, and the resultant market success.*

TCS partners with leading lenders to help them build lean, highly scalable, and customer-centric operations. The company works with over 40 global banks, mortgage providers, and financial institutions to deliver services out of 14 global delivery centers.

In M&L operations, TCS offers end-to-end services that include sales, processing, underwriting, and closing, research, pre-foreclosure and foreclosure, loss mitigation, bankruptcy, loan modification, data management, and risk management. Customer experience management services include on-boarding, collections, customer service, and analytics.

Leveraging technology expertise in tandem with the domain knowledge gained over the years, TCS has developed a suite of Digital Mortgage Services, which include:

Digital origination: Enables lenders to better cater to potential customers by digitizing and simplifying the loan process.

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[1] Next Generation Mortgage and Loan (M&L) BPS 2018, NEAT analysis, NelsonHall, October 2018

Digital underwriting: Facilitates rapid decision making through a rule-based solution complemented by data digitization.

Digital quality control: Reduces the cost of quality control and accelerates cycle time, while improving compliance and operational efficiency through a checklist-driven quality platform.

Digital Servicing: Reduces the cost of servicing, while improving service productivity and customer experience, through a self-service capability.

"TCS has a strong background in M&L BPS engagements and a large customer base. It delivers digital -enabled M&L operations and doesn't just focus on pure BPS services," said **Andy Efstathiou, Director, Banking Operations & Transformation program, NelsonHall.** *"TCS' Business 4.0™ framework, Machine-First Delivery Model (MFDM™), digital-led solutions that cover the entire M&L value chain, and global delivery presence, make it a leader in this space."*

"With our deep understanding of the mortgage domain, full services portfolio, continuous evolution of market relevant offerings, and investments in platforms and intellectual property, TCS is well placed to address the needs of the new age lending ecosystem," added **K Krithivasan.**

About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the 'art of the possible' in IT and business services with analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall 's research is based on rigorous, all-original research, and is widely respected for the quality, depth, and insight of its analysis.

About Tata Consultancy Services Ltd. (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 the last fifty years. TCS offers a consulting-led, Cognitive powered, integrated portfolio of IT, Business & Technology Services, and engineering. This is delivered through its unique Location Independent Agile delivery model, recognized as a benchmark of excellence in software development.

For immediate use **PRESS RELEASE**

A part of the Tata group, India's largest multinational business group, TCS has over 417,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US $19.09 billion for year ended March 31, 2018 and is listed on the BSE (formerly Bombay Stock Exchange) and the NSE (National Stock Exchange) 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 Dow Jones Sustainability Index (DJSI), MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit us at www.tcs.com.

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