

# Cognizant Helps National Health Insurance Company, Daman, Increase Market Share and Enhance Customer Experience

## **Builds the Middle East's First Online Health Insurance Portal to Help Daman's Customers Meet Their Health Insurance Needs Online**

Cognizant (NASDAQ: CTSH), a leading provider of consulting, technology, and business process outsourcing services, today announced that it has developed the Middle East's first online health insurance portal for National Health Insurance Company, Daman, the region's leading health insurance company, which provides comprehensive healthcare solutions via the largest network of private hospitals and pharmacies in the UAE. The new web portal, [www.damanhealth.ae](http://www.damanhealth.ae), was launched recently in Abu Dhabi and will transform the way health insurance is provided in the region.

The new portal provides Daman's over 1,800,000 customers the convenience of accessing their insurance policies, records, and claims and conducting their health insurance transactions online on a 24X7 basis. It forms an important part of Daman's endeavor to provide its customers an integrated multi-channel experience while increasing its market share. In addition, the increased process efficiencies resulting from the portal will lead to lower unit costs, thereby helping Daman augment its bottom line.

"This portal is a part of our efforts to delight our customers, and we are happy to have partnered with Cognizant," said Dr. Michael Bitzer, Chief Executive Officer of Daman. "The portal will enable our members to reach us much faster by enabling them to perform their health insurance transactions online, around the clock, from anywhere around the world."

"Cognizant's relationship with us, which began in 2008, has matured into a strong partnership over a short period of time," said Axel Tettenborn, Chief Operating Officer of Daman. "In addition to a set of web-based health insurance applications launched as part of the first phase, we intend to make available additional features such as online enrollment and reimbursement claims submission to provide our members with a complete range of convenient services."

"Cognizant is pleased to have partnered with Daman in helping them transform their business model and processes, create operational efficiencies, and increase their market share by changing the way their insurance policies are subscribed to, processed, and updated," said R. Chandrasekaran, President and Managing Director, Global Delivery, Cognizant. "This, we believe, will set new standards in customer experience in the healthcare industry. We are committed to leveraging the thought leadership and industry experience we have gained from serving health insurance companies for more than a decade in many other parts of the world to help Daman strengthen its leadership position in the region."

"This engagement is a testament to the success we are seeing in the investments we are making in the Middle East," added Chandrasekaran. "Cognizant is committed to continued investments in emerging markets to further globalize our business."

### About National Health Insurance Company, Daman

The National Health Insurance Company, Daman, was established on 01 May, 2006. Today it is the region's leading health insurance company, providing comprehensive healthcare solutions to over 1,800,000 customers in the UAE via the largest network of private hospitals and pharmacies available.

With affordable health insurance for people of all income levels, Daman offers international standard healthcare insurance cover for both individuals and companies. A 24-hour dedicated Medical Authorizations Center, staffed by a team of doctors and nurses, ensures that patient enquiries are dealt with speedily and efficiently using the most sophisticated technology available. A second customer hotline, also open 24x7 and manned by multilingual staff, guarantees that UAE residents can access information about plans and their insurance cover whenever and wherever they want.

With an international network, Daman's customers have access to healthcare provision in 38 countries across the world depending on the terms of their personal cover. Customers also benefit from Daman's exclusive partnerships with Assist America, the international emergency program, and VIPmed Almeda, the international second medical opinion scheme, giving its customers special access to world-leading healthcare.

Daman was awarded "Corporate Social Responsibility" in 2008 and 2009, and "Best Medical Insurer of the Year" in March 2009 and 2007 by INSUREX, the Middle East's leading insurance industry conference.

#### About Cognizant

Cognizant (NASDAQ: CTSI) is a leading provider of information technology, consulting, and business process outsourcing services. Recognized by Fortune Magazine as one of the World's Most Admired Companies, Cognizant's single-minded passion is to dedicate our global technology and innovation know-how, our industry expertise, and worldwide resources to working together with clients to make their businesses stronger. With more than 50 global delivery centers and approximately 63,700 employees as of March 31, 2009, we combine a unique onsite/offshore delivery model infused by a distinct culture of customer satisfaction. A member of the NASDAQ-100 Index and S&P 500 Index, Cognizant is a Forbes Global 2000 company and a member of the Fortune 1000 and is ranked among the top information technology companies in BusinessWeek's Hot Growth and Top 50 Performers listings. Visit us online at [www.cognizant.com](http://www.cognizant.com).

#### Forward-Looking Statements

This press release includes statements which may constitute forward-looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995, the accuracy of which are necessarily subject to risks, uncertainties, and assumptions as to future events that may not prove to be accurate. Factors that could cause actual results to differ materially from those expressed or implied include general economic conditions and the factors discussed in our most recent Form 10-K and other filings with the Securities and Exchange Commission. Cognizant undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise.

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