

PRESS RELEASE

**For Immediate Release
PRDG1445**

Desjardins recognized as having the best call centres in the Americas

Desjardins Card and Payment Services' client contact centres bring home two awards from the ContactCenterWorld conference: Gold for Best Medium Size Call Center and Silver for Best Help Desk

Montreal, June 26, 2014 - The Global Association for Contact Center & Customer Engagement Best Practices awarded a gold medal to the Card and Payment Services Business and Personal client contact centres at the *ContactCenterWorld*, Americas edition. This recognition has elevated Desjardins to the top position among medium-sized call centres known for their outstanding human resources and client relations practices in North, Central and South America.

In addition to this honour, Desjardins was awarded the silver medal for the Best Help Desk category which was given to the Caisse Client Care Centre for its support to the caisse network.

For André Chatelain, managing vice-president and general manager of Card and Payment Services: "This international recognition upholds Desjardins's commitment to constantly making members and clients a priority. It also confirms Desjardins as a best employer, always striving to offer its employees a unique working environment conducive to their well-being, and their personal and professional development. In other words, the best conditions to offer quality service for the benefit of our members and clients."

This was the first year Desjardins took part in the *ContactCenterWorld* awards, which received entries from 1,700 call centres from various industries in more than 50 countries around the world. With its two medals from the Americas edition, Desjardins has qualified for the November 2014 world finals in Las Vegas, where it will be judged by its peers as it competes for Best Call Center World and Best Help Desk titles.

About Desjardins Group

[Desjardins Group](#) is the leading cooperative financial group in Canada and the fourth largest cooperative financial group in the world with assets of \$223 billion. It has been rated one of Canada's top 100 employers by Mediacorp Canada. To meet the diverse needs of its members and clients, Desjardins offers a full range of products and services to individuals and businesses through its extensive distribution network, online platforms and subsidiaries across Canada. The group has one of the highest capital ratios and [credit ratings](#) in the industry. It is considered as the fourth safest and strongest bank in North America according to *Global Finance* magazine and the first according to *Bloomberg News*. Desjardins Group and the [International Co-operative Alliance](#) will co-host the [2014 International Summit of Cooperatives](#) (October 6 to 9) to be held in Quebec City.

- 30 -

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