

10<sup>th</sup> May 2024

To:

**National Stock Exchange of India  
Limited (Scrip Code: FSL)**  
Exchange Plaza,  
Plot no. C/1, G Block,  
Bandra-Kurla Complex  
Bandra (East),  
Mumbai - 400 051

**BSE Limited (Scrip Code: 532809)**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

Dear Madam/ Sir,

**Sub: Press Release**

Further to our intimation made to Stock Exchanges on 3rd May, 2024, pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please note that **“Firstsource appoints Akash Pugalia as President, Global Trust & Safety Practice.”**

A copy of the Press Release of the same is attached along with this letter.

We request you to take the above on record.

Thanking you,

For **Firstsource Solutions Limited**

**Pooja Nambiar**  
**Company Secretary**  
**Encl.: A/a**

**Firstsource Solutions Ltd.**

5<sup>th</sup> Floor, Paradigm 'B' Wing, Mindspace, Link Road, Malad (West), Mumbai - 400 064 India.  
Tel: +91 (22) 6666 0888 | Fax: +91 (22) 6666 08887 | Web: www.firstsource.com

(CIN: L64202MH2001PLC134147)

## Firstsource appoints Akash Pugalia as President, Global Trust & Safety Practice

**Mumbai, India | May 10, 2024:** [Firstsource Solutions Limited](#) (NSE: FSL, BSE:532809), a leading global provider of Business Process Management (BPM) services and an RP-Sanjiv Goenka Group company, has announced the appointment of **Akash Pugalia** as **President, Global Trust & Safety**. Based in the San Francisco Bay Area, he will spearhead the growth and expansion of the Trust & Safety practice on a global scale.

With over two decades of experience in the BPM industry, specifically in the Media, Entertainment, Gaming, and Trust & Safety sectors, Akash brings a transformative leadership style and a proven track record of success to this role. Akash is known for prioritizing client satisfaction, stakeholder trust, and operational excellence, fostering enduring relationships and driving significant growth. Akash has played a pivotal role in catapulting a \$50 million business into a \$1 billion powerhouse within a mere four years. His dedication to innovation is evident through his embrace of cutting-edge AI solutions for proactive threat detection, showcasing his forward-looking approach to cybersecurity. He has also spearheaded the creation of a non-platform-based advisory council focused on tackling online threats.

**Ritesh Idnani, Managing Director & Chief Executive Officer at Firstsource Solutions**, shares, "With every leap of technology come boundless opportunities as well as significant compliance and security risks. At Firstsource, we grasp this duality, acknowledging the imperative of offering clients the best of talent and technology to build brand trust, while addressing evolving vulnerabilities. Our Trust & Safety practice has grown steadily, leveraging technology to enable best-in-class detection and prevention practices for clients. We're thrilled to welcome Akash, whose extensive experience and dedication to excellence positions him as the ideal leader to propel this practice to new heights."

**Akash Pugalia, President, Global Trust & Safety at Firstsource Solutions**, says, "A robust Trust & Safety practice is paramount in today's digital landscape. It serves as the bedrock for fostering user confidence and maintaining brand integrity. In the digital age of today, trust is the currency that influences every user experience. I am excited to join Firstsource and work closely with this incredible team to build that currency for our clients. Firstsource has the technology and talent to maximize this capability and build it into a top suite service, and I look forward to lead that charge."

### About Firstsource Solutions

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL:IN), is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology, and other diverse industries. Every Firstsourcer is driven by one thing: making it happen for our clients and solving their biggest challenges. The company is a specialized BPM partner with hyper-focused, domain-centered teams and cutting-edge tech, data, and analytics. With an established presence in the US, the UK, Mexico, India, and the Philippines, Firstsource Solutions acts as a trusted growth partner for over 150 leading global brands, including several Fortune 500 and FTSE 100 companies. ([www.firstsource.com](http://www.firstsource.com))

### Media Contacts

**Madhavi Behl**  
Firstsource Solutions  
[madhavi.behl@firstsource.com](mailto:madhavi.behl@firstsource.com)