



TCS/PR/SE-14/2022-23

April 14, 2022

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,

We are sending herewith copy of the Press Release titled “**UK’s Financial Ombudsman Service Selects TCS as a Strategic Partner to Drive Digital Transformation**” which will be disseminated shortly.

The Press release is self-explanatory.

Thanking you,

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

A handwritten signature in blue ink, appearing to read 'Pradeep Manohar Gaitonde', with a flourish at the end.

Pradeep Manohar Gaitonde
Company Secretary

TATA CONSULTANCY SERVICES

TATA Consultancy Services Limited

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Corporate identification No. (CIN): L22210MH1995PLC084781

UK's Financial Ombudsman Service Selects TCS as a Strategic Partner to Drive Digital Transformation

Tata Consultancy Services to Help Futureproof the Ombudsman's Technology Capabilities with a New Digital Portal that Significantly Improves the Experience for Complainants and Respondents

LONDON | MUMBAI, April 14, 2022: Tata Consultancy Services (TCS) (BSE: 532540, NSE: TCS) has been selected as a strategic partner by the Financial Ombudsman Service (Ombudsman) to accelerate its digital transformation.

Operating within the UK public services sector, the Ombudsman provides free and easy-to-use services that help resolve complaints between consumers, small businesses, and financial services businesses. The Ombudsman has partnered with TCS to enhance and futureproof its digital services capabilities, to help achieve its goal of preventing complaints and unfairness, and for better serving and supporting its customers.

Leveraging its **PACE™** innovation ecosystem, TCS will design and implement a new greenfield Digital Customer Portal that will significantly improve the experience for complainants and respondents. TCS will also develop and maintain a complaint management and reporting system to enhance the Ombudsman's public service offering and organisation performance.

Amit Kapur, Head, TCS UK&I, said: *"This partnership with the Ombudsman strengthens our collaboration in the UK public sector financial services, and we are pleased to be their partner of choice for future-proofing their technologies and managing their digital transformation strategy. The Ombudsman's customer-centric focus aligns with our own goals, and we look forward to working together to enhance the digital experience for all users."*

Nicola Wadham, Chief Information Officer, The Financial Ombudsman Service, said: *"We are delighted to be partnering with TCS to help support the transformation of our service. We share a common desire to create digital channels that make a difference in serving all our customers, both businesses and consumers, by increasing accessibility to our service and improving our response times. Working with a world leader in technology services and digital delivery, whose values reflect our own, is a significant milestone in our digital journey and we are looking forward to delivering on our ambitious plans."*

TCS is the largest IT service provider by revenue in the UK with roughly 18,000 employees and is a significant contributor to the UK economy and to local community initiatives across the country. TCS has been ranked the #1 IT services provider in the UK for customer satisfaction for six consecutive years in surveys by Whitelane Research. It is listed among the top 25 Best Companies to work for in the UK, among the Best Companies in the Consultancy Sector, and named the number 1 Top Employer in UK by the Top Employers Institute.

The strategic partnership follows a competitive procurement process launched in July 2021, as part of the Ombudsman's commitment to continual improvement of its technology and digital services.

About The Financial Ombudsman Service

The Financial Ombudsman Service was set up by Parliament to resolve individual complaints between financial businesses and their customers on a fair and reasonable basis, as an alternative to the courts. It can investigate problems involving most types of money matters. It is committed to working with the sector to help prevent consumer harm arising in the first place. <https://www.financial-ombudsman.org.uk>

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About Tata Consultancy Services (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 over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through its unique Location Independent Agile™ delivery model, recognized as a benchmark of excellence in software development.

A part of the Tata group, India's largest multinational business group, TCS has over 592,000 of the world's best-trained consultants in 46 countries. The company generated consolidated revenues of US \$25.7 billion in the fiscal year ended March 31, 2022, 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 MSCI Global Sustainability Index and the FTSE4Good Emerging Index. For more information, visit www.tcs.com

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