# Diligent Honored as Gold Stevie® Award Winner at 2015 American Business Awards<sup>M</sup>

Named Gold Customer Service Team of the Year for Exceptional Service and Unparalleled Call Response Rate Three Years Running

[NEW YORK, NY] – JUNE 26, 2015 — Diligent Corporation (NZX: DIL) was presented with a Gold Stevie® Award in the Customer Service Team of the Year category at the 13th Annual American Business Awards in Chicago Monday night.

The American Business Awards are the nation's premier business awards. All organizations operating in the U.S.A. are eligible to submit nominations – public and private, for-profit and non-profit, large and small.

Nicknamed the Stevies for the Greek name Stephen, meaning "crowned," the awards were presented to winners during a gala banquet on Monday, June 22 at the Fairmont Chicago Millennium Park Hotel. More than 400 nominees and their guests attended.

More than 3,300 nominations from organizations of all sizes and in virtually every industry were submitted this year for consideration in a wide range of categories, including Startup of the Year, Executive of the Year, Best New Product or Service of the Year, Marketing Campaign of the Year, Live Event of the Year, and Human Resources Department of the Year, among others. Diligent was nominated in the Customer Service Team of the Year and Customer Service Department of the Year categories, where they were awarded Gold and Silver, respectively.

"To win an American Business Award for the third year running is an honor and a testament to our continued commitment to going above and beyond for each and every customer," said Jeff Hilk, EVP of Client Services at Diligent. "It is a huge part of what has helped Diligent be the best at what it does and being recognized now as one of the most awarded corporate governance and collaboration solutions companies reinforces the consistency and excellence of our customer support team."

In 2014, Diligent received more than 62,000 incoming support calls. More than 99 percent were immediately picked up by a support staff member on the inbound call, and fewer than three out of every 1,000 calls required a call back, which was received in less than seven minutes. All answered calls were picked up by a live human being with no queueing, directory tree or voice mail. Additionally, the Diligent Support team made 12,000 proactive calls to clients who were experiencing trouble using the product. Clients are often surprised to receive the call, and praise this feature.

More than 200 executives worldwide participated in the judging process to select this year's Stevie Award winners.

"We are extremely impressed with the quality of the entries we received this year. The competition was intense and every organization that won should be proud," said Michael Gallagher, president and founder of the Stevie Awards. "To those outstanding



individuals and organizations that received Gold, Silver, and Bronze Stevie Awards, the judges and I are honored to celebrate your many accomplishments. You are setting a high standard for professionals nationwide."

Details about The American Business Awards and the lists of Stevie winners who were announced on June 22 are available at **www.StevieAwards.com/ABA**.

## **ABOUT DILIGENT CORPORATION (NZX: DIL)**

Diligent is the leading provider of secure corporate governance and collaboration solutions for boards and senior executives. Over 3,100 clients in more than 50 countries rely on Diligent to provide secure, intuitive access to their most timesensitive and confidential information, ultimately helping them make better decisions. The Diligent Boards (formerly Diligent Boardbooks) solution speeds and simplifies how board materials are produced, delivered and collaborated on using iPads, Windows, PCs and the web, removing the security concerns of doing this by courier, email and file sharing. Diligent is a publicly listed company (NZX: DIL) with nearly US\$90 million in annual revenue. Visit www.diligent.com to learn more.

### **ABOUT THE STEVIE AWARDS**

Stevie Awards are conferred in six programs: the Asia-Pacific Stevie Awards, the German Stevie Awards, The American Business Awards, The International Business Awards, the Stevie Awards for Women in Business, and the Stevie Awards for Sales & Customer Service. Stevie Awards competitions receive more than 10,000 entries each year from organizations in more than 60 nations. Honoring organizations of all types and sizes and the people behind them, the Stevies recognize outstanding performances in the workplace worldwide. Learn more about the Stevie Awards at http://www.StevieAwards.com.

Sponsors and partners of The 2015 American Business Awards include BizTalkRadio, CallidusCloud, Engility, Fareportal, John Hancock, PetRays and SoftPro.

## SAFE HARBOR STATEMENT

Statements made in this press release that state Diligent's or management's intentions, beliefs, expectations, or predictions for the future are forward-looking statements within the meaning of The Private Securities Litigation Reform Act of 1995, including without limitation Diligent's revenue outlook for the second quarter and full year 2015. Readers are cautioned that these statements are only predictions and may differ materially from actual future events or results. All forward-looking statements are only as of the date of this press release and Diligent undertakes no obligation to update or revise them. Such forward-looking statements are subject to a number of risks, assumptions and uncertainties that could cause Diligent's actual results to differ materially from those projected in such forward-looking statements. For example, if we do not successfully develop or introduce new product offerings, or enhancements to our existing Diligent Boards (formerly Diligent Boardbooks) offerings, or keep pace with technological changes that impact the use of our product offerings, we may lose existing customers or fail to attract new customers and our financial performance and revenue growth may suffer. Factors which could cause our actual results to differ materially from those projected in forward-looking statements include, without limitation, economic, competitive, regulatory and technological factors affecting Diligent's operations, markets, products, services and other factors set forth in Diligent's Risk Factors filed as Part II, Item 1A to its Quarterly Report on Form 10-Q filed with the SEC on May 11, 2015.

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