

13<sup>th</sup> November 2025

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**

This is to inform that Firstsource recognized as a 'Leader' for the second consecutive year in Avasant's Mortgage Business Process Transformation 2025 RadarView™

A copy of the Press Release on the said matter 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**

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(CIN: L64202MH2001PLC134147)

## Firstsource recognized as a 'Leader' for the second consecutive year in Avasant's Mortgage Business Process Transformation 2025 RadarView™

**Mumbai, India | November 13, 2025:** [Firstsource Solutions Limited](#) (NSE:FSL, BSE:532809), a leading global provider of business process management services and an RP-Sanjiv Goenka Group company, has been recognized as a **'Leader' for the second consecutive year** in **Avasant's Mortgage Business Process Transformation 2025 RadarView™** recognizing the strength of its US-based mortgage arm, [Sourcepoint, Inc.](#), in driving technology-led transformation across the sector.



Avasant's Leaders are organizations that demonstrate consistent excellence across practice maturity, domain ecosystem, and innovation investments, setting industry benchmarks for creativity, thought leadership, and best-in-class execution.

Sourcepoint, was recognized for:

- **End-to-end mortgage transformation expertise** across origination, servicing, and default management.
  - **Platform-led, BPaaS-enabled delivery model** combining intelligent automation, analytics, and domain-rich talent to drive operational excellence.
  - **Innovation in digital mortgage operations**, leveraging AI, data, and automation to improve turnaround times, strengthen compliance, and enhance borrower experience.
- **Client-centric flexibility** in engagement models and deep collaboration with lenders and fintechs to accelerate modernization.
  - **Global delivery network**, anchored by Centers of Excellence that enable scalable, high-quality operations.

These strengths reflect Firstsource's commitment to advancing **responsible, technology-driven transformation** through its **UnBPO™** approach — combining digital innovation and deep domain expertise to create measurable business impact.

**Vivek Sharma, Head – BFS, CMT, and Emerging Geos, Firstsource**, shared, "We're delighted to be named a Leader once again in Avasant's 2025 RadarView™. This recognition reflects how Sourcepoint brings together deep mortgage expertise, smart use of AI, and a flexible, client-first mindset to deliver real impact. As the mortgage industry evolves, our BPaaS-led delivery and Services-as-Software model — powered by proprietary platforms, NLP, and intelligent automation — help lenders and fintechs transform faster, stay compliant, and deliver great borrower experiences. Backed by GenAI and data-driven insights, this recognition reflects our teams' focus on simplifying complexity and shaping the future of mortgage operations."

**Aditya Jain, Research Leader, Avasant**, shared, "The mortgage industry is navigating rapid transformation amid rising delinquencies, evolving borrower expectations, and regulatory pressures. Firstsource, through Sourcepoint, stands out for its AI-first strategy and proprietary platforms such as Intelligent Loan Management (ILM), Loan Evaluation System (LES), UW Copilots, and reAI™, which deliver intelligence and automation across the mortgage value chain. Supported by its UnBPO™ model and strong partner ecosystem, Firstsource continues to drive innovation, compliance, and operational excellence, earning its position as a Leader in Avasant's 2025 RadarView™."

Firstsource, via Sourcepoint, delivers end-to-end mortgage lifecycle transformation support through its UnBPO™ model, combining licensed global fulfillment, mortgage domain expertise, and AI-driven workflow intelligence to improve cost, speed, and quality at scale. Licensed in all 50 states, Sourcepoint processes over 2 million mortgage loans annually and supports 10 million customer interactions, underscoring its scale and regulatory strength. As mortgage volumes, regulations, and borrower expectations continue to evolve, Firstsource is creating long-term value by bringing together Sourcepoint's mortgage expertise, BPaaS platforms, and Centers of Excellence — helping lenders and fintechs modernize operations, strengthen compliance, and enhance borrower outcomes at scale.

To download a copy of the report, please visit: <https://www.firstsource.com/about/analyst-recognitions/firstsource-maintains-leader-position-avasants-2025-mortgage-business-process-transformation>

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**About Firstsource**

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809, Reuters: FISO.BO, Bloomberg: FSOL:IN), is a global leader providing business process solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology, Retail, and other diverse industries. With a global footprint across US, UK, India, Philippines, Mexico, Romania, Turkey, Trinidad & Tobago, South Africa, and Australia, they 'make it happen' for their clients, solving their biggest challenges with hyper-focused, domain-centered teams and cutting-edge tech, data, and analytics. Firstsource's inch-wide, mile-deep practitioners work collaboratively, leveraging UnBPO™ - their differentiated approach to reimagining traditional outsourcing - to deliver real-world, future-focused solutions that drive speed, scale, and smarter decision, turning transformation into tangible results for clients. ([www.firstsource.com](http://www.firstsource.com))

**About Sourcepoint**

Sourcepoint, a Firstsource company, is a globally recognized leader in residential mortgage services. We offer a unique blend of cutting-edge technology and expert-led solutions designed to help clients streamline operations, manage risk, and enhance the customer journey – from origination to servicing. We collaborate with Industry leaders to tackle their most important challenges and capture their greatest opportunities. Our professional services are purpose-built to drive transformation and growth by elevating business performance with proven capabilities that deliver unmatched results. At Sourcepoint, we don't just envision the future – we make it happen. ([www.sourcepointmortgage.com](http://www.sourcepointmortgage.com))

**Media Contacts**

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Firstsource

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