19th November 2026

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 a Press Release titled – "Firstsource and SEW.AI Partner to Launch Smart Revenue Operations and Smart Revenue Collections for Energy and Water Utilities" is attached along with this letter.

You are kindly requested to take the same on record and oblige.

Thanking you,

For **Firstsource Solutions Limited**

POOJA SURESH NAMBIAR
Digitally signed by POOJA SURESH NAMBIAR

Pooja Nambiar
Company Secretary
Encl.: A/a

Firstsource and SEW.AI Partner to Launch Smart Revenue Operations and Smart Revenue Collections for Energy and Water Utilities

Jointly developed offerings combine Firstsource's digital collections platform and meter-to-cash expertise with SEW.AI's Vertical AI

Las Vegas, United States | November 19, 2026: Firstsource Solutions Limited (NSE: FSL, BSE: 532809), a global intelligence partner and an RP-Sanjiv Goenka Group company, and **SEW.AI** have announced a strategic partnership at the WE3 Global AI Summit 2026, introducing two jointly developed offerings for energy and water utilities: Smart Revenue Operations (Smart RO) and Smart Revenue Collections (Smart RC). Together, they bring AI-driven intelligence and accountable delivery to billing and receivables, from the first meter read to the last payment.

The offerings combine Firstsource's proprietary digital collections platform, its meter-to-cash domain intelligence and its track record running revenue, collections, and payment-assistance operations for utilities with SEW.AI's Vertical AI platforms for energy and utilities. The result is a single, outcome-focused solution: technology, domain knowledge and operations designed together from day one, not assembled after the fact.

Smart RO: Unlocking the revenue cycle
Smart RO pairs SEW.AI's Vertical AI with Firstsource's billing exception management expertise. Billing teams get end-to-end visibility into exceptions, can prioritize the work that matters most, and can scale billing with demand while their people focus on higher-value work.

Smart RC: Meeting customers where they respond
Smart RC is powered by Firstsource's digital collections platform and enhanced with SEW.AI's Vertical AI. It is a digital-first, omnichannel approach that reaches customers on their preferred channels, with empathy and respect, and stays aligned with utility collections regulations.

The partnership will enable energy and utilities to:

- **Lower cost to serve** by freeing teams to focus on complex issues and customer needs.
- **Proactively identify exceptions** that impact the timeliness and accuracy of customer bills.
- **Increase cash collections** at scale while optimizing collection spend.
- **Support customers facing affordability challenges** with flexible payment options and accessible help.

Ritesh Idnani, CEO, Firstsource, said "Utilities need more than technology. They need intelligence that understands their business and takes responsibility for results. With Smart RO and Smart RC, we're bringing our own digital collections platform and decades of meter-to-cash experience together with SEW.AI's Vertical AI. That's what Intelligence That Operates means to us: AI built into everyday work and accountable for how it performs. For energy and water utilities, that means more accurate billing, healthier revenue, and more ways to support customers, especially those facing affordability challenges."

Deepak Garg, Founder, Chairman, and Group CEO, SEW.AI shared, "Affordability and operational excellence are closely connected for energy and utilities. Stronger collections and better customer experiences help utilities improve financial performance while supporting the people they serve. Our strategic partnership with Firstsource brings together Vertical AI platforms with utility domain expertise and operational delivery experience to make progress on these priorities. This is People + Vertical AI in practice, helping energy and utilities operate more efficiently and giving customers better ways to manage their bills."

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About SEW.AI

SEW.AI is the world's #1 trusted and only Vertical AI platform for energy and water, connecting Customers, Workforce, and Grid Assets on one secure, cloud-native foundation.

At the core of SEW.AI is People + Vertical AI, purpose-built for energy and utilities, powered by human-centered intelligence that anticipates customer needs, empowers the workforce with real-time insights, and optimizes grid performance for reliability and efficiency.

Today, more than 470 utilities worldwide run on SEW.AI, engaging billions of people, empowering end users to make smarter energy and water choices, field and operations teams with AI-driven agents, and orchestrating grids that are smarter, cleaner, and more reliable. The result: utilities achieve higher customer satisfaction, improved operational performance, and stronger business outcomes. https://sew.ai/

About Firstsource

Firstsource Solutions Limited, an RP-Sanjiv Goenka Group company (NSE: FSL, BSE: 532809), is a global intelligence partner to enterprises across healthcare, banking and financial services, communications, media, technology, retail, and utilities. Its inch-wide, mile-deep practitioners work collaboratively to reimagine business process management. With operations across the US, UK, India, Philippines, Mexico, Romania, Trinidad & Tobago, South Africa, and Australia, Firstsource combines over twenty-five years of domain expertise with an agent-first delivery model to design, build, and operate intelligent enterprise operations. Through its Intelligence That Operates promise—powered by Kairos, the operating system that makes it real—the company unifies consulting, implementation, and operations into a single full-stack engagement and underwrites outcomes, not effort, turning deep domain intelligence into a compounding operational advantage for the world's most regulated industries. (www.firstsource.com)

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