



Flexigroup Limited recognised as Australia's Leading Contact Centre

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FlexiGroup claimed three of the seven categories on offer in the 2010 ATA National Awards, the peak body representing more than 3800 Australian contact centres. Other finalists included some of the country's largest and best known companies such as the Commonwealth Bank, IAG, American Express and Energex.

FlexiGroup took out the categories, nationally, for:

- Contact Centre of the Year with 50-120 FTE Employees (FlexiGroup New Business)
- Contact Centre of the Year with Under 50 FTE Employees (FlexiGroup Collections)
- Call Centre Champion of the Year (Alison Binskin)

This is another extraordinary achievement for FlexiGroup and again demonstrates our capability to deliver service and operational excellence. Our company ethos is to make it "Too Easy" for our partners and customers, and I'm pleased that our talented teams have been recognised for doing just that.

FlexiGroup managing director John DeLano said. Our contact centre teams have contributed enormously to the company's sustained and strong growth in recent years, which has included the addition of new business units, bringing with that new customers and the expansion of our partners network.

FlexiGroup's contact centre teams have been delivering major successes, highlighted by:

- Customer satisfaction in excess of 91%
- 30% year on year reduction in net lease and loan losses
- Supporting career development with 78% of staff completing Certificate IV Customer Contact or Frontline Management

In praising FlexiGroup for its achievement, Michael Meredith, CEO of ATA, said FlexiGroup has been active participants of the ATA awards program for several years and during that time we have seen the organisation strive for excellence through continual improvement, to the point where it can now be considered the industry leader. The ATA's awards program is very structured and comprehensive in its approach and to win at a national level means that an organisation needs to be operating at a high level across all aspects of the business. With over 72,000 measurements used to assess our winners, FlexiGroup has proven itself a worthy winner. FlexiGroup's commitment to its customers, employees and business highlights the importance that it places on its operations. Everyone involved is to be highly commended on their achievement.

Summarising what it means to FlexiGroup to win each of the three categories, Mr DeLano said, To be recognised as having not one but two of the best contact centre teams in the country is a phenomenal result. I congratulate each and every one of our contact centre team members for their hard work, dedication and contribution to FlexiGroup.

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About FlexiGroup Limited

FlexiGroup is a leading provider of vendor and retail point-of-sale finance and telecommunication services. Offering lease, rental, interest free and

mobile broadband plans, and performance has been characterised by solid, profitable growth as the company has expanded its business through acquisition, product innovation and diversification.

FlexiGroup operates in Australia, New Zealand and Ireland within a diverse range of commercial and consumer industries including: IT, electrical appliance, telecommunications, home improvement, solar systems, medical, furnishings and travel. FlexiGroup markets its financial and telecommunication products under the following brands; Flexirent, EzyWay, Flexiway, Certegy Ezipay, FlexiCommercial (vendor finance) and Blink.

Key to FlexiGroups success is the long standing relationships developed with a number of successful retailers. FlexiGroup has a distribution network of approximately 11,000 active retailers. Key retailers include Harvey Norman, Noel Leeming, Apple Resellers, Midas, Modern Group, The Good Guys, and Bing Lee together with more recent vendor partnerships with M2 and Comcentre.

For more information, please visit <http://www.flexigroup.com.au>

About ATA

The ATA provides comprehensive, independent and quality professional development, information, mentoring and networking services to the Contact Centre industry in Australia. The ATA addresses the growth and development needs of individual members and organisations through the delivery of various events and programmes. The ATA supports and champions growth, innovation and success for practitioners, organisations and the region.

<http://www.ata.asn.au>