

IPSWICH'S CALL CONNECTION VOTED NUMBER ONE BY STAFF IN PRESTIGIOUS SUNDAY TIMES AWARDS

12 March 2007: Ipswich-based insurance call transfer agency Call Connection (www.callconnection.com) is celebrating victory in the influential Sunday Times Top 100 Best Companies to Work for 2007 awards. Its 340 employees voted it top in the whole country for giving a Fair Deal to staff, judged on how well they feel they are treated and how pay and benefits compare to similar organisations.

Entering the awards for the first time, Call Connection was one of the youngest and smallest organisations in the competition and was ranked 52nd out of the top 100, making it the Best Place to Work in Suffolk, Norfolk and Essex. The list also included household names such as British Gas Business, Nationwide Building Society and The Carphone Warehouse. A full listing is available at <http://www.bestcompanies.co.uk/lists>

Working with leading insurance companies, Call Connection filters customer calls to put them in touch with insurers able to offer them the right product at the right price. This brings down the cost of customer acquisition for insurers and provides a free, time-saving method for consumers to buy insurance, without having to trawl the internet or Yellow Pages. It currently handles over 50,000 calls every week.

This accolade closely follows being accredited by Best Companies in January as an Outstanding Company to Work for, achieving a two star rating out of a maximum three.

“For such a young company to not only make the main list in our first year of entry but to win outright the significant Fair Deal category is beyond my wildest dreams,” commented Graeme Kalbraier, managing director, Call Connection. “It is testament to the enthusiasm, skills and positive attitude of our staff that we have developed Call Connection into the best place to work in the region. We look forward to moving even higher up the list in 2008.”

Uniquely, companies are shortlisted for the Sunday Times awards following extensive anonymous staff surveys, making it the most accurate gauge of employee satisfaction in the UK. Call Connection staff highlighted a wide range of benefits including having three per cent of the company in employee hands, free gym

membership and life insurance, flexible shift patterns, open door access to management and funding to support external training interests after a year's service, not to mention free fruit and drinks while you work.

"The Best Companies to Work For are those organisations that actively nurture their staff and reward them with a thriving workplace culture, and provide pay and benefits commensurate with their achievements," added Jonathan Austin, CEO of Best Companies Limited, the organisation behind the Sunday Times Lists. "Providing a fair deal to staff is a key factor in ensuring satisfaction and improved customer service, so I am delighted that Call Connection has come top in this category in its first year of entry."

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About Call Connection:

Call Connection is a UK based call handling centre that uses the latest technology to answer, screen, filter and route telephone calls. Working predominantly within the insurance market, Call Connection now operates with major UK insurers to provide them with profitable call handling solutions.

All calls are answered by a live agent, who will ask a few key questions and then transfer the caller straight through to the most suitable provider, as well as providing priority phone numbers of other suitable companies interested in quoting for their business.

Based in Ipswich, Suffolk, Call Connection has grown from strength to strength, expanding to a 200 seat call centre. Handling in excess of 50,000 calls per week, Call Connection prides itself on the exceptional service provided to its business partners and to customers through the Call Connection experience.

About the Sunday Times 100 Best Companies to Work For

Each year Best Companies and the Sunday Times celebrate the best small, mid-size and big workplaces in the UK. Employees from participating organisations are surveyed based on a rigorous methodology. This enables Best Companies to compile and The Sunday Times to publish its annual authoritative lists of "The Best Companies to Work For in the UK". Every year the prestige of The Sunday Times "Best Companies to Work For in the UK" lists builds, making this the competition that every organisation wants to be involved in.

For more information:

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