

LLOYDS TSB INSURANCE BOOSTS CUSTOMER SERVICE TEAM

Lloyds TSB Insurance has announced it is to recruit almost 200 customer service staff, at its Newport headquarters, as part of its drive towards further growth. The new jobs will be a mixture of customer facing roles including claims administrators and team leaders.

Recruitment will take place over four months, until June 2005 and will bring the total number of customer service staff, based in Newport, to 887. The insurer will be seeking to recruit people with a range of experience levels.

David Stoddard, Head of Customer Service, Lloyds TSB Insurance, said: "This is a real boost not only for Lloyds TSB Insurance but for Newport's local economy. Our business continues to go from strength to strength, and this is in no small part down to our customer service record.

"Our eyes are now firmly set on becoming one of Europe's leading insurers and with this goal in mind, we're expanding our team by creating a wealth of rewarding career opportunities to bring onboard even more local talent to be part of our future success."

Steve Pantak from UNIFI¹ said, "We strongly welcome this proposed expansion of employment at the Lloyds TSB Insurance site in Newport . It's good to see the company reaffirm its commitment to the local South Wales economy. The customer service jobs it will be creating could offer new career prospects in a forward-thinking business for nearly 200 people."

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Newport Councillor Ken Critchley, cabinet member for development and employment, said: "This is excellent news for Newport and confirms its growing reputation as a prime location when it comes to business growth and expansion. Newport City Council and its partners remain committed to attracting further investment to the city."

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Notes to editors:

¹UNIFI is Europe's largest finance sector trade union

*David Stoddard is available for interview