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For immediate release

XAFINITY PAYMASTER WINS CONTRACT TO PROVIDE ANNUITY ADMINISTRATION SERVICES FOR NORWICH UNION LIFE

Xafinity Paymaster, the UK's leading provider of annuity administration and payments services, has been re-appointed to provide these services by Norwich Union Life, part of the Aviva group, the world's fifth largest insurance group.

This win follows a decade of providing Norwich Union's annuity customers with a consistently high-quality service and is testimony to Xafinity Paymaster's market-leading credentials in this area. Following the win, Xafinity Paymaster provides annuity administration and payments services to over half a million annuitant customers.

Norwich Union will continue its partnership with Xafinity Paymaster for a further five to ten years, offering the opportunity to jointly develop the service further. As part of this, Xafinity Paymaster will work closely with Norwich Union to respond to their requirements to provide an increased scope of services, at the same time as delivering enhanced value through the use of an integrated on/offshore business model.

Keith Boughton, annuities and payroll director, Xafinity Paymaster, commented:

"We are delighted to be able to continue our successful relationship with Norwich Union and build on what we have achieved with the organisation in the past ten years. The fundamental transformation that they are undertaking presents us with exciting new opportunities. I am confident that we have the best team and operations in place to take this relationship forward.

Being re-appointed to such a significant client is testimony to the capabilities of our administrative, technology and process expertise, as well as the integrity of the Xafinity team – qualities that enabled Norwich Union to undertake the appointment. This renewed partnership helps to reinforce Xafinity Paymaster's position as a market-leader in the provision of annuity administration and payments services."

Kevin Jermy, head of customer experience, Norwich Union Life, commented:

"We are pleased to renew our partnership with Xafinity Paymaster, a relationship that for the past nine years has resulted in exceptional achievements. Xafinity Paymaster's forward-thinking approach will no doubt help us develop our annuities business and further improve customer service, through greater integration and enhanced automation. We are very happy with the work Xafinity Paymaster has done so far and look forward to continuing this successful working relationship into the future ."

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Contacts

Keith Boughton 01293 604223
Xafinity Paymaster
keith.boughton@xafinitypaymaster.com

Jane Barrett 0118 918 5704
Xafinity Press Officer
jane.barrett@xafinity.com

Kevin Jermy 01603 682458
Norwich Union Life
jermyk@norwich-union.co.uk

Notes to Editors



Xafinity Paymaster is one of the UK's largest financial business process outsourcing companies, providing pensions administration, payments and collections, complaints handling and resourcing services for hundreds of public and private sector organisations.

Founded in 1836, Xafinity Paymaster has an unparalleled 170 years' experience in large-scale financial administration. Over 2 million members throughout the world rely on Xafinity Paymaster to pay their pensions, with transaction values exceeding £10 billion every year.

www.xafinitypaymaster.com



Xafinity is one of the UK's leading specialist providers of pensions, employee benefits and payments expertise, with 170 years' experience and handling £2 trillion annually.

The group provides consulting, software, resourcing, training and business process outsourcing services that enable public and private sector organisations to deliver employee benefits more efficiently.

In 2008, we were voted Pensions Administration System Provider of the Year and won the Pensions Administration Software Award, as well as winning Best Pensions Software provider in 2007. We are the accredited software supplier to the UK Principal Civil Service Pension Scheme.

With 1,500 people nationwide, we have operational and relationship management centres across the UK, in Bath, Cardiff, Crawley, Fleetwood, Leeds, London, Reading, Stafford, Stirling and Waterlooville.

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