

For immediate release

IFDS awarded highest honour in an independent assessment of client service levels

International Financial Data Services (IFDS), Europe's leading supplier of investor recordkeeping services and systems to the UK domestic and European "offshore" markets, have been presented a three star customer service award by Investor in Customers (IIC).

IIC carried out the independent assessment of IFDS for the third year in a row and the results highlighted exceptional scores from the majority of IFDS' customers, as well as improving scores from the company's management team. The improvements IFDS have made year on year have taken them from the two star level they had previously achieved to the highest level of the IIC accolade.

Neil Craig, MD at IIC commented:

"This is a fantastic achievement from IFDS. They set themselves the target of achieving three stars and they have now smashed through that level. Their journey has been a determined one and, in the process, they have set the standard for large businesses and laid down a challenge for others to demonstrate they have equally exceptional levels of customer service."

Simon Hudson-Lund, IFDS Chief Executive Officer commented:

"We pride ourselves on delivering to our clients, their customers and advisors the highest levels of service at all times. This superb result reflects a lot of hard work by our staff and complete focus on providing a superior service in everything we do."

ENDS

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Notes to Editors

Investor in Customers was established in 2006 and offers companies the chance to gain an independently assessed award for customer service excellence.

Awards are based on research amongst customers, staff and senior management, alongside an independent assessment conducted by IIC. The IIC award is based on the aggregation of the results from these four groups.

IIC uses a 1-3 star rating system for the award and successful companies are able to display the IIC star logo on their website and marketing collateral. The IIC Award is becoming widely recognised in a number of sectors including financial services, professional services, IT and software.

The company has more than 1,000,000 question responses in its database and this depth of knowledge in the subject enables IIC to be *The Service Standard Experts*.

Further information can be found at www.investorincustomers.com