

**news release: 07 October 2010**

**Lowell Group scoops Credit Excellence Award**

Leeds-based Lowell Group has been judged one of the leading businesses in the UK consumer credit industry. The company, which employs more than 400 people at its state-of-the-art HQ and customer contact centre in Leeds, this week (5<sup>th</sup> October) picked up the Excellence in Collections Award at the inaugural Credit Excellence Awards in London.

A leading specialist debt purchasing company, Lowell Group buys consumer debts from the UK's major providers of consumer credit and then manages the recovery of those debts, working closely with consumers to agree suitable and affordable payment solutions.

Chief executive officer James Cornell, who collected the Award, said: "Winning this Award is fantastic recognition of our commitment to treating all our customers fairly and as individuals. For us, excellence in collections means listening to customers, understanding their circumstances and focusing on what they can afford to pay. Our goal is to make the customer experience as positive and stress-free as possible."

The Credit Excellence Awards, in association with Philips' Homecoll service, which were organised by trade magazine Credit Collections and Risk, attracted hundreds of entries from all sectors of the industry. Judges spent two weeks studying applications and then interviewed finalists before making their decisions.

Stephen Kiely, editor of CCR magazine, said: "This has genuinely been a case of senior industry professionals critiquing their peers. Every Credit Excellence Award winner has been recognised as operating at the highest level in their sector of the industry."

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