

NEWS RELEASE



11 November 2008

Local business wins top industry award

St Albans-based Opal, the leading outsource specialist for the banking, insurance, investment and pensions industries, that employs over 100 people locally, has been awarded the title 'Best Practice in Outsourcing' together with its partner HBoS in the National Outsourcing Association (NOA) Awards 2008.

The UK's business processing outsourcing market is estimated to be worth around £15bn so Opal's performance in the fifth NOA Awards is even more impressive given the very stiff competition that it faces.

John Waller, chairman, Opal, commented: "This has been a very challenging and interesting year for everyone, particularly local businesses. The credit crunch has had a considerable impact on the economy – both worldwide and closer to home. Despite this, Opal has continued to grow and win business from internationally recognised companies; however, this could not have been achieved without the considerable talent that the local workforce provides so not only is Opal proud, but the community of St Albans should equally be patting themselves on the back."

Judges for the category commented: "*Opal stood out as a highly distinct and unusual provider. The company is clearly very well appreciated by clients for its refreshing service and constantly good project outcomes.*"

ENDS

Relevant website: www.opal-uk.com

Media Contacts:

Emilia De Fazio-Spano – 01727 734352

Vaughan Andrewartha, Votive Communications – 020 7353 9307

Notes to the Editor:

***About Opal**

Opal is a regulated company founded over 20 years ago and based in St Albans.

Opal is a significant niche player in the UK Financial services marketplace and administers over 600,000 policies.

NEWS RELEASE



Opal specialises in providing BPO services for investment, Life and pension products. Opal provides a complete outsourced administration and technology capability for new product launches.

***About NOA**

The National Outsourcing Association (NOA) is the UK's only outsourcing trade association. Advocating best practice, the NOA represents outsourcing end users, vendors and other companies which support outsourcing, such as legal firms, consultancies and HR. The NOA is involved in research, events, education and public affairs. The vast quantity of information that the NOA has collected is referred to as the BOOK (the Body Of Outsourcing Knowledge).

2008 is the 5th year of the Association running the NOA Best Practice in Outsourcing Awards.

