

25 August 2006
Media release – for immediate release

Bank of New Zealand Contact Centre judged best for Customer Service in Asia-Pacific

Bank of Zealand won international recognition for customer service excellence today with its contact centre operation judged as providing the best customer service of any contact centre in Asia Pacific.

The Bank operates customer contact centres in Auckland and Wellington, employing a total of 470 staff. At an awards ceremony overnight in Singapore, the Bank won the coveted 'Best Customer Service' Award at Contact Center World's Asia Pacific regional finals (www.contactcenterworld.com).

The award covers all industries and is sponsored by Contact Center World – one of the largest providers of CCC training and industry information. The Bank was competing against entries from all over Asia, New Zealand and Australia, and was chosen for this award over call centre finalists from Bangkok and India.

"This award tells us we are making progress in our goal to offer unbeatable service and value through quality conversations with customers," said Susan Basile, Bank of New Zealand General Manager, Direct Sales and Service.

"This honour rewards sustained effort and huge commitment by our contact centre teams to give our customers a great experience. We'll definitely be celebrating our win, but we'll also be preparing for the world finals that will be held in the US in November where we will compete against European and US winners for the title of best call centre in the world for customer service."

This is the first time a New Zealand company made the finals of the Asia Pacific contact centre awards.

Contact Center World conducts annual training conferences and awards to recognise the best in the industry. Regions include Europe, Middle East and Africa, Asia Pacific and the Americas and finalists in each region compete for the prestigious awards at conferences, where winners are decided by conference delegates. The Bank competed against Advanced Contact Center Company of Bangkok and TransWorks Information Services of Mumbai.

Despite a worldwide trend to outsource customer call centres, Bank of New Zealand has maintained its home-grown contact centres in order to deliver the best possible service for customers. For the past two years the Bank of New Zealand contact centre has been judged in New Zealand's CRM Awards as having the best contact centre (over 50 seats) across all industries. For the past three years, Bank of New Zealand has won the NZ banking industry category at the CRM awards.

Winners in the 2006 CRM contact centre awards will be announced at a function in Auckland on Thursday, 31 August.

Ends

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