

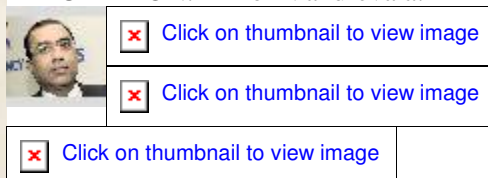
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Diligenta secures a £100m contract



REPUTATION: Phiroz Vandrevala.



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By Paul Grinnell
Business Editor

A LEADING Peterborough company is celebrating today after clinching a £100 million deal with a major insurance provider.

Diligenta, which employs 750 people at its head office in Lynch Wood, has secured a prestigious contract to provide customer services to Sun Life Financial of Canada (SLF UK).

The city firm specialises in managing so-called zombie funds – or closed life policies that are not open to new investors.

The contract is a second success for Diligenta coming shortly after it announced that it is to recruit an extra 30 staff for its call centre and administration services in Peterborough.

Diligenta is expected to begin the new contract in May, and it is estimated that the work will be worth £100 million over the life of the contract.

But a spokesman said that the contract would not mean extra work, or the creation of new jobs, for Peterborough.

Accounts director Phil Heaton-Jones said the work would be carried out at SLF UK offices in Basingstoke, where Diligenta has been acting as SLF UK's preferred supplier of services since October last year.

He said: "This is a huge success for Diligenta winning our second client."

It means that in addition to administering the closed policies for the Pearl Group, Diligenta will now handle 500,000 policies for SLF UK.

Mr Heaton-Jones added: "We will be taking on responsibility for the administration of the life and pensions business for SLF UK and that involves contact centre work, paying claims and generally administering the policies."

Diligenta chairman Phiroz Vandrevalla said: "We will ensure that Sun Life Financial of Canada continues to receive market leading standards of customer service.

"The contract win adds significantly to Diligenta's reputation as a leading player in the UK life and pensions outsourcing market."

Chief Executive of SLF UK Janet Fuller said: "We have confidence that Diligenta will work closely with us to transition the services during the second quarter of 2008 – a process which we expect to be transparent to our customers.

"We are pleased that Diligenta will continue to run the services from Basingstoke as we are very happy with the quality of people and services provided from the current site."

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