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Helphire celebrates successes at South West Contact Centre Awards 2009

Helphire is delighted to announce its recent successes at the inaugural South West Contact Centre Awards, held on 19th June at the Jury's Hotel in Bristol.

Kate Oakes, Senior Operational Trainer, was awarded the title of '**Support Person of the Year**' at the South West Contact Centre Awards 2009.

Kate has worked for Helphire for seven years, working her way up through the Contact Centre to become a Trainer in 2004. Kate was praised for her hard work and commitment to the organisation and was described as "the ultimate professional".

Helphire also won two runner-up or 'finalist' places in the '**People Development**' and '**Customer Service**' categories at this year's event. The entries were judged by the Welsh Contact Centre Forum to ensure impartiality and the '**Customer Service**' category saw the highest number of entrants; the accident management company faced some stiff competition from the likes of DAS, UCAS and the Chelsea Building Society to name just a few other contenders. As Helphire succeeded in gaining three entries into the Finals, the Company was amongst the highest ranking finalists of the competition.

Susan Howe, Helphire Group Operations Director said:

"The ceremony, which is in its first year, marks the beginning of a new initiative to celebrate the excellent work being done by contact centres across the South West of England. We are delighted to have been recognised in these hugely important categories, particularly during what has been a challenging time for our industry and our people. Thank you to the SWCCF and of course to everyone at Helphire for their hard work and commitment. Well done indeed to Kate and all within Helphire's Contact Centre."

- Ends -



Photo:

Kate Oakes – Senior Operational Trainer, Helphire UK

Winner 'Support Person of the Year' 2009

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About Helphire

Helphire Group plc is the market leader in the provision of accident management assistance to drivers involved in road accidents that were not their fault. Working with the UK's top insurance companies, its services include provision of like for like replacement vehicles, financing of vehicle repairs, legal expenses and the management of personal accident claims.

Helphire was founded in 1992 and floated on the London Stock Exchange in 1997. With a staff of over 2,600 and a fleet of over 17,000 vehicles to meet its customer requirements, the award winning Group is headquartered in Bath. Operating under three divisions, UK Accident Management, Legal Services and Helphire International, the Company has six call centre sites and a national network of 30 branches.