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TDX signs British Telecom debt recovery contract

TDX to manage all BT late final debt accounts

16 February 2011 — After a rigorous selection process, BT plc (BT) has agreed a three year contract with TDX, the UK's leading independent debt liquidation expert. TDX will gain a 'preferred supplier' status and see all of BT Retail's final debt accounts up to a value around £170 million per annum. BT Retail's debt accounts will be managed via TDX's awarding-winning debt placement and management platform, PLATO.

PLATO, the UK's largest debt placement and management platform with seven million accounts placed, will enable BT to deal with customer enquiries with greater speed ensuring BT customers will continue to be treated in-line with industry best practices and with the utmost dignity, respect and fairness. PLATO also offers the capability and data to quickly react to changes in debt recovery performance.

Ian Duerden, Director, BT Billing commented: "We are very pleased to be working with TDX. We selected them as a partner for the placement of our debts following an extensive trial and we are confident that TDX's data-driven approach and purpose-built platform will complement our own capabilities and deliver benefit to both parties."

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Mark Onyett, chief executive officer, TDX, commented: “We're delighted to work alongside BT on this initiative. We have a strong track-record in this area and are confident we can further enhance standards of customer service as well as increase the overall performance achieved through the recoveries process. Our tried and tested debt placement and management platform, PLATO, and its tools and services give our clients access to the capability and data to perfect their strategies.”

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EDITOR'S NOTES

About TDX Group

TDX, the UK's leading independent debt liquidation expert, provides banking, utility and government creditors with platforms, tools and services to optimise returns from their debt portfolios. TDX's UK hosted platforms for debt collection, debt sale and insolvency management are utilised by European and South American clients.

With more than £4 billion of debt under management and 233 client portfolios TDX is well-established and renowned for delivering uplifted performance for clients.

