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## Lowell meets the Gold standard again

Lowell, the leading European credit management company based in Leeds, has again achieved Investors in Customers' (IIC) Gold status. This is the fourth year in a row Lowell has gained their highest rating.

The IIC 'Gold' is recognised as one of the UK's leading customer service awards schemes, and Lowell's Gold status reflects its ongoing commitment and delivery of the highest levels service again.

UK Managing Director, John Pears, said:

"I am very pleased for the team here that their hard work and professionalism has been recognised with this award. Every day we try to make a positive difference for people dealing with their finances – this awards shows that we are doing it the right way.

"To maintain this level for a fourth year shows that we have not been complacent and have innovated and improved on what we do, and we will keep doing this to make sure we deliver the best service we can."

IIC made this year's award after surveying over 3,500 customers and employees of Lowell Financial, Lowell's UK arm. The survey assessed Lowell Financial's understanding of customer needs, and its delivery of services to meet those needs. IIC makes its assessment across a number of key areas including:

- Ease of doing business with the organisation
- How customer feedback is sought and addressed
- Quality and range of services offered e.g. payment solutions
- Clarity of communications
- Getting things right first time
- Overall customer service and satisfaction

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## Note to Editors

### About Lowell:

Lowell is one of Europe's largest credit management companies with a mission to make credit work better for all. It operates in the UK, Germany, Austria, Switzerland, Denmark, Norway, Finland, Sweden and Estonia.

Lowell's unparalleled combination of data analytics insight and robust risk management provides clients with expert solutions in debt purchasing, third party collections and business process outsourcing. With its ethical approach to debt management, Lowell always looks for the most appropriate, sustainable and fair outcome for each customer's specific circumstances.

Lowell was formed in 2015 following the merger of the UK and German market leaders: the Lowell Group and the GFKL Group. In 2018, Lowell completed the acquisition of the Carve-out Business from Intrum, which has market leading positions in the Nordic region. It is backed by global private equity firm Permira and Ontario Teachers' Pension Plan.

For more information on Lowell, please visit our investor website: [www.lowell.com](http://www.lowell.com)