

HGS Signs contract with Student Loans Company

The agreement will improve customer experience for UK students

NOVEMBER 25, 2015 (LONDON) – Hinduja Global Solutions Limited (HGS), (listed on NSE & BSE in India) a global leader in business process management has secured a 3-year engagement with further option to extend with the Student Loans Company (SLC) to provide contact centre support for students pursuing their higher education goals.

Support will begin in December 2015, and will be provided by HGS UK's locations in Preston and Selkirk.

"We recognise that a best-in-class customer experience is critical for any consumer, including students, especially since today's students have high customer service expectations. It's a challenge we're excited to take on," said **Matthew Vallance, CEO of HGS Europe**.

The agreement signifies HGS UK's growing financial services expertise and builds on its position as a leading provider of citizen engagement services to the UK public sector.

Christine Nunn, Head of Customer Services at SLC said: "We are looking forward to working with HGS to help us deliver the highest level of customer service to our customers, whatever their needs and preferences."

The agreement will contribute to the recent announcement of the creation of over 500 jobs at HGS' award-winning customer experience centres in the North-West of England (Preston) and Scottish borders (Selkirk). HGS has accelerated an ongoing large-scale recruitment campaign to attract local candidates looking for roles in the customer service industry. The company is actively hiring for a range of roles, including Customer Service Agents, Team Leaders, Operations Managers and Trainers.

To enquire about job roles at HGS Preston, email preston.recruitment@teamhgs.com or call 0333 00 11 002.

For job roles at HGS Selkirk, email ukselkirkrecruitment@teamhgs.com or call 02393 870760.

For all other job opportunities, visit HGS' careers page <http://www.teamhgs.com/us/want-work-us>

About HGS

HGS is a leader in optimizing the customer experience and helping clients to become more competitive. HGS provides a full suite of business process management services from marketing and digital enablement services, consumer interaction services to platform enabling back office business services. By applying analytics and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency and helps retain valuable customers. HGS expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, consumer packaged goods industries, and the public sector. HGS operates on a global landscape with

about 40,000 employees in 65 worldwide locations delivering localized solutions. For the year ended 31st March 2015, HGS posted revenue of US \$ 458 million. HGS, part of the multi-billion dollar Hinduja Group, has over four decades of experience working with some of the world's most recognized brands.

About The Student Loans Company

The Student Loans Company (SLC) is a non-profit making Government owned organisation set up in 1989 to provide financial support to students at universities and colleges across the UK. They play a central role in supporting the Higher Education (HE) and Further Education (FE) sectors by: making timely and accurate payments of maintenance grants and loans to learners; and ensuring timely and accurate payments of tuition fee loans to HE and FE providers. This is achieved by working with the Departments for Business, Innovation & Skills (BIS), Education and Lifelong Learning (DELL, Scotland), Education and Skills (DfES, Wales) and Employment and Learning (DEL, Northern Ireland). SLC also work with the Student Awards Agency for Scotland (SAAS), Education and Library Boards in Northern Ireland, Higher Education (HE) and Further Education (FE) providers, HM Revenue & Customs (HMRC), HM Passport Office, Department of Work and Pensions (DWP) and other delivery partners

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