



MEDIA RELEASE

Virgins do it best: customer service awards confirm

11 October 2005 – Virgin Money was recognised for its outstanding customer service at last Friday's International Customer Service Professional (ICSP) gala awards night, taking home a "Best Customer Service" award in the small business category for 2005.

Virgin Money's training co-ordinator, Andrew Harris, also won the ICSP gong for the 2005 "Customer Service Champion".

Commenting on the dual wins, Virgin Money operations director, Tony MacRae, said, "The financial services industry is not traditionally renowned for great customer care. Our mission is to bring Virgin's trademark service with a smile to this neglected industry, ensuring that our customers receive a standard of care that's well above the norm.

"We're absolutely delighted that our efforts have been recognised with these important awards. This confirms that Virgins truly do it best."

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About Virgin Money:

Virgin Money launched in Australia in May 2003, shaking up the credit card sector with the first credit card to combine low interest rates, no annual fees, up to 55 interest free days and instant rewards. Over 500,000 Virgin Credit Cards are now on issue in Australia. Virgin Money followed up this success with the launch of Virgin Super in June 2005, and now plans to become a broad-based provider of retail financial services in Australia. There's no funny stuff, just money stuff. <http://virginmoney.com.au>