

Sainsbury's Bank opens new contact centre in Fife

Sainsbury's Bank today officially opened its new customer service contact centre, Caledonia House in Rosyth. This brings customer service in-house with the creation of the Bank's first dedicated contact centre and follows the purchase by J Sainsbury plc of the Lloyds Banking Group (LBG) 50 per cent share of Sainsbury's Bank in 2014.

Colleagues who previously worked for Lloyds Banking Group in nearby Pitreavie have been welcomed over to Caledonia House, Rosyth, to serve Sainsbury's Bank customers. Caledonia House is located on Innova Campus in Rosyth, with 21,000 square feet of space boasting modern facilities, staff restaurant and break out areas, as well as ample parking.

Peter Griffiths, Sainsbury's Bank Chief Executive said, "We are very proud to have such a talented and committed customer service team and now they have a suitably impressive environment in which to work. Opening Caledonia House demonstrates the long-term commitment we are making to our colleagues in Fife as well as the potential for future employment opportunities."

Cllr. Lesley Laird, Depute Leader and Executive Spokesperson Economy and Planning commented, "It is great to see the commitment Sainsbury's Bank continues to make to Fife, delivering not only local employment opportunities but also wider economic and community benefits."

Over recent years, Sainsbury's has been proud to increase its footprint across Scotland. For example, Sainsbury's Bank recently partnered with i-design, a Dundee-based FinTech expert and leading provider of customer engagement solutions and advertising media services. This saw the roll-out of on-screen digital marketing in all Sainsbury's Bank ATMs located across the country. With some of the busiest ATMs in the country across its 1,700 network, this development will allow Sainsbury's Bank to provide real-time product information and offers, as well as gain valuable customer insight.

In July 2015, Sainsbury's also opened a new store in Rosyth creating 13 local jobs.

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About Sainsbury's Bank

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- Sainsbury's Bank currently employs approx. 1100 people in Scotland
- Within the 98 Sainsbury's stores in Scotland, there are 109 ATMs and 7 Travel Money Bureaux
- Approximately 8,200 Sainsbury's colleagues are employed across the 98 Scottish stores
- 125 colleagues currently work in work in Caledonia house

Sainsbury's was the first major British supermarket to open a bank, commencing trading in February 1997. Benefiting from a fantastic, trusted brand that enables us to combine the shopping experience with personal finance, Sainsbury's Bank provides a range of quality products including insurances, credit cards, savings and

loans. Our proposition is to make shopping more rewarding by offering customers great products at fair prices, while consistently rewarding shoppers for their loyalty and being easy to do business with at all times. Our products consistently top best buy tables and regularly win awards for quality, price and service.

Sainsbury's Bank plc. Registered Office, 33 Holborn, London EC1N 2HT (registered in England and Wales, no 3279730) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (register no. 184514). Sainsbury's Bank plc is covered by the Financial Services Compensation Scheme (FSCS).