

2TOUCH NEWS RELEASE

EMPLOYEES AWARDED NVQ'S AT 2TOUCH

Sunderland, 15th April 2008: 2Touch, the UK's leading customer lifecycle management company has once again proven its commitment to its employees. A total of eleven people within the business have been presented with NVQ certificates at a special lunch hosted by Managing Director, Stuart Gray.

Complementing its existing, rigorous health and safety processes and procedures, 2Touch has provided the opportunity for seven employees, ranging from Post Room Supervisor to HR Director to achieve the NVQ Level Three qualification which is centred upon Risk Assessments principles and practice. Increasing the amount of qualified staff will ensure that risk assessments are carried out effectively throughout all parts of the business, including the contact centre, warehouse, and fulfilment divisions and therefore reduce the chance of workplace accidents.

Additionally, two employees have achieved an NVQ Level Two in Customer Service which focuses on communications, solutions and innovations in order to maintain and improve customer service, as well as help to develop personal effectiveness, which in turn will improve the employee's delivery performance. Other qualifications successfully completed include an NVQ in Contact Centre Operations and an NVQ Level Three in Team Management.

Stuart Gray, Managing Director at 2Touch comments: "The NVQ's play testimony to our commitment to the development of our people. We pride ourselves on being a caring organisation which offers a safe working environment and also a structured career path for our associates whilst ensuring 2Touch delivers the highest quality of service to our Clients. We were delighted to present the certificates to the successful associates and look forward to enrolling more people in the future."

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Notes to Editors

About 2Touch

2Touch is a customer lifecycle management company that maximises revenue and profit opportunities and enhances customer loyalty through brand interaction programmes. We understand that every customer interaction is precious because it determines the way they think and feel about the brand.

2Touch is different because we recognise communication preferences evolve and change throughout the customer lifecycle, so we have become experts in multi-channel customer interaction. As a result we can readily respond to customers' demands, whilst delivering improved business performance.

Whatever your customer management issues, we can help. Find out how by calling us today on 0800 694 4075.

Further details about 2Touch can be found at www.2touch.co.uk and Acxiom at www.acxiom.co.uk

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