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PRESS RELEASE | April 18, 2013, 4:00 a.m. ET

## TSYS and Nationwide Building Society Contact Centre Named Top Quartile Performer

TSYS (NYSE: TSS) today announced that its Nationwide Building Society contact centre which it services has been named among the top 25 percent financial services contact centres in Europe for 2012. The recognition was given by Europe's leading bespoke contact centre benchmarking survey, Bright Index.

The Bright Index is used to identify the top performers across Europe. Each year up to 100 companies benchmark their contact centre performance against 50 key metrics with an average one million calls per participating company used to form the basis for the analysis. The benchmarking includes measuring efficiency, quality, resourcing, self-service and sales.

"We are very pleased to be recognised for the high level of service which we provide at our UK contact centres," said Adrian Garton, managing director of TSYS Managed Services EMEA. "We work very closely with Nationwide Building Society and this award highlights the strength of our relationship and the values that we share."

"The benchmarking exercise helps us to measure ourselves against the rest of the marketplace and helps ensure that we keep our customers' needs at the centre of everything we do," said Adam Slater, senior manager, Banking at Nationwide.

"The key to delivering world-class customer service is to get a comprehensive view of how the contact centre operates," said Mats Rennstam, managing director of Bright UK. "This is why the Bright Index is designed to adopt a holistic approach for managing a best-in-class contact centre."

TSYS signed a long-term agreement with Nationwide Building Society in 2007 to process its portfolio of 2 million consumer credit card accounts and to build, operate and manage a new credit card centre in Binley, Coventry.

### About TSYS

At TSYS, (NYSE: TSS), we believe payments should revolve around people -- not the other way around. We call this belief "People-Centered Payments(SM)." By putting people at the center of every decision we make, with unmatched customer service and industry insight, TSYS is able to support financial institutions, businesses and governments in more than 80 countries. Offering merchant payment-acceptance solutions as well as services in credit, debit, prepaid, mobile, chip, healthcare and more, we make it possible for those in the global marketplace to conduct safe and secure electronic transactions with trust and convenience.

TSYS' headquarters are located in Columbus, Georgia, with local offices spread across the Americas, EMEA and Asia-Pacific. TSYS provides services to more than half of the top 20 international banks, is a Fortune 1000 company and was named one of the 2013 World's Most Ethical Companies by Ethisphere magazine. TSYS routinely posts all important information on its website, for more please visit us at [www.tsys.com](http://www.tsys.com).

#### About Nationwide Building Society

Nationwide is the world's largest building society as well as the second largest savings provider and a top-three provider of mortgages in the UK. It is also a major provider of current accounts, credit cards, ISAs and personal loans. Nationwide has around 15 million members.

Customers can manage their finances in a branch, on the telephone, internet and post. The Society has around 16,000 employees. Nationwide's head office is in Swindon with administration centres based in Northampton, Bournemouth and Dunfermline. The Society also has a number of call centres across the UK.

#### About Bright Index

Bright Index is Europe's leading bespoke contact centre benchmarking. Bright have carried out over 1,000 benchmarking reviews, which enable them to pick an appropriate peer group within each sector handling the same type of contacts as the participant.

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