



**Contact Centre telephone numbers for
32 of the ICMI “Top 50 Companies for Customer Service”**

Name	Service (example)	Number(s)	* Service Charge (per min)
Allianz Insurance	Home & motor complaints	0844 209 0841	5p
ASDA	Contract Mobiles - service	0844 2640878	1p
Barclaycard	Customer services	0844 811 9111	5p
BDR Thermea	Baxi	0844 871 1525	5p
Best Western Hotels GB	<i>all</i>	08457 76 76 76	2p
Blackhorse Finance	Account enquiries	0844 824 8888	5p
BSkyB	Sky TV customer enquiries	08442 411 411	5p
Card Protection Plan	<i>all</i>	0844 848 1517	5p
Charles Thyerwhitt	<i>all</i>	0844 482 4000	5p
Churchill Home Insurance	Customer service	0845 603 3551	2p
Coca-Cola Enterprises	National Customer Service Centre	08705 33 66 99	0p
DPD	Track / pick up	08445 560 560 / 0844 824 0505	5p
FedEx Express	Customer Services	08456 07 08 09	2p
Heateam	Customer Care / General Enquiries	0844 871 1545 / 0844 335 2266	5p
ITV	TV Viewer enquiries	0844 88 14150	5p
LateRooms Group	Reservations / Customer Service	0844 774 1001 / 0844 774 2002	5p
Lebara	Customer Service	0870 075 5588	0p
Nationwide	General enquiries	08457 30 20 10	2p
Phones4u	Help and Tech Support	0844 871 2231	5p
Photobox	Customer Support	0844 854 3366	5p
Royal Bank of Scotland Group	Bank Accounts	0845 xxx xxxx	2p
Royal Mail Door-to-Door	All Royal Mail	0845x xxx xxx	2p
RS Components	General Enquiries	08457 201201	2p
Scottish Widows Contact Centre	Customer enquiries	0845 767 8910	2p
ScottishPower	General Customer Service	0845 2700 700	2p
Specsavers Optical Superstores	Customer Service team	0845 603 6026	2p
The White Company	Customer Services Team	0844 736 4222	4p
Towergate Insurance - Leisure	Motor Boat Claims	0844 892 1320	3p
Virgin Atlantic	Flight Information / Special Assistance	0844 209 7770 / 0844 412 4455	5p

* A low expression of the current level of “Service Charge” is shown. These levels will be revised. Total call cost also includes the telephone company’s “Access Charge”, which is added when a Service Charge is incurred. This currently often represents the greater element of the charge!