

Capita secures Â£33m contract extension with a leading UK financial services provider to support customers

London, 27 November 2025: Capita plc (â€ˆCapitaâ€™™) today announces it has secured a three-year contract extension worth Â£33 million with a leading UK financial services provider to continue delivering critical contact centre services.

Under the agreement, Capita will provide support with early life collections, inbound customer queries, complaint handling, and outbound customer services across multiple channels. The contract will commence in January 2026.

This win ensures customers receive high-quality service, while also maintaining smooth and efficient delivery.

Corinne Ripoché, CEO of Capita Experience, said: â€œWe are proud to extend our contract with this valued partner, with whom we have built a strong and trusted relationship over the past decade. This renewal is a clear endorsement of the high-quality customer service that we are providing to vulnerable customers, by supporting them back to positive financial health.â€

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Notes to editors: Â

There is no IFRS 15 transaction price (order book) for this agreement as it is a framework contract. Â

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About Capita plc Â

Capita is a modern outsourcer, helping clients across the public and private sectors run complex business processes more efficiently, creating better consumer experiences. Operating across eight countries, Capitaâ€™™s 34,000 colleagues support primarily UK and European clients with people-based services underpinned by market-leading technology. We play an integral role in society - our work matters to the lives of the millions of people who rely on us every day. www.capita.com Â