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Press Release

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F&C ranks No. 1 for customer service

Asset manager triumphs in UK's largest 'mystery shopping' exercise

At a Gala ceremony in London last night, leading fund manager F&C Investments was crowned with the accolade of operating the UK's top call centre for customer service in the annual *Top 50 Call Centres for Customer Service Awards* organised by *Call Centre Focus* magazine. The award was the result of the biggest ever 'mystery shopping' exercise conducted on UK call centres, undertaken by market research specialists GfK NOP.

The first place ranking, last year won by First Direct, is an outstanding achievement for F&C Investments as the awards span all industry sectors as well as public services. F&C was judged against names such as Aviva, Boots, British Gas, BUPA, Currys, EDF Energy, E-On, First Direct, NHS Direct, O2, Orange, P&O Ferries, Prudential, Lloyds Bank, RAC, Sky and Virgin Atlantic.

Cheryl Robertson, Director, Retail Client Services, F&C said: "Recent times have been incredibly challenging and unsettling for savers and investors, so it has been imperative that financial services companies provide their clients with a helpful and responsive service when dealing with enquiries and requests. At F&C our motto is 'Expect Excellence' which we seek to embed in everything we do as a firm. Therefore to have received this award is a fantastic validation of our total commitment to customer service and the strength of our corporate culture."

- Ends -

F&C Management Limited is authorised and regulated by the Financial Services Authority (FSA) FRN: 119230. Limited by shares. Registered in England and Wales, No 517895. Registered address and Head Office: Exchange House, Primrose Street, London EC2A 2NY.

F&C Asset Management plc is the listed holding company of the F&C Group.

F&C Management Limited is a member of the F&C Group and a subsidiary of F&C Asset Management plc.

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Notes to Editors

F&C Investments

- F&C Asset Management (F&C) is an independent London Stock Exchange listed asset management group with around 100,000 shareholders.
- F&C traces its origins to 1868 with the launch of the Foreign & Colonial Investment Trust, the first ever publicly listed investment fund. Foreign & Colonial Investment Trust remains a client of F&C.
- F&C is an active fund manager with a multi-specialist investment model where individual teams have strong accountability for their products and processes. The group is also an active shareholder with a leading franchise in governance and sustainable investment.
- F&C manages £88.3 billion of assets* for a diverse range of institutional, insurance and retail clients across all major asset classes – equities, bonds, cash and property – as well as alternative and specialist product classes such as Socially Responsible Investment funds, hedge funds, private equity funds and Liability Driven Investments. F&C invests globally and has been a longstanding investor in emerging markets.
- F&C REIT Asset Management is the group's global property asset management business. It was formed in 2008 from the merger of F&C's property division and REIT Asset Management. F&C REIT operates from offices in London, Dublin, Munich, Mumbai and Stockholm.
- F&C manages assets principally from three investment centres: London, Amsterdam and Edinburgh. The group has a global office network spanning a dozen countries: China (Hong Kong), France (Paris), Germany (Frankfurt & Munich), India (Mumbai), Ireland (Dublin), The Netherlands (Amsterdam), Portugal (Lisbon), Sweden (Stockholm), Switzerland (Geneva), UK (London, Edinburgh, Dorking) and the United States (Boston).
- In March 2009 F&C signed a Memorandum of Agreement with Hua Xia Bank, one of China's twelve nationwide joint stock commercial banks, to establish a joint venture fund management company in China in which F&C will have a 19.5% interest.

* As at 30 June 2009.