

## Provident Financial plc Publishes its 2014 Corporate Responsibility Report

Provident Financial recently published its 2014 corporate responsibility (CR) report; the company's fourteenth such report. The report sets out the CR performance in relation to Provident Financial plc and its subsidiary businesses — Vanquis Bank, the Consumer Credit Division (comprising Provident, Satsuma Loans and Glo) and Moneybarn — in UK and Ireland, and the group's six key stakeholders: customers, communities, employees, suppliers, shareholders and investors, and regulators.

This most recent CR report was developed using a rigorous materiality assessment that incorporated feedback from external and internal stakeholders, to identify the CR issues most important from their and the business's point of view. The result of this assessment also fed into the work that was carried out at the beginning of the year to update Provident Financial's CR strategy and create a first statement of social purpose which succinctly sets out the role that the business plays in society.

As such, the format of the 2014 report has been changed to mirror the themes of the new CR strategy which will enable the Provident Financial Group to report more clearly the progress being made in term of its delivery.

Peter Crook, Chief Executive of Provident Financial, commented:

"The work that we've undertaken over the past 12 to 18 months to develop the Provident Financial Group's first statement of social purpose and update the CR strategy makes clear that our priority is to lend responsibly to all our customers, but that we will also systematically manage the other social, environmental and economic issues that are material to our business activities. This encompasses how we treat employees, agents and suppliers, as well as supporting and investing in the many communities we serve, and minimising our impacts on the environment."

Feedback from stakeholders on the information contained within the CR report is welcomed. Please share any comments or views you have by emailing [corporateresponsibility@providentfinancial.com](mailto:corporateresponsibility@providentfinancial.com).

About Provident Financial plc

Established in 1880, Bradford-based Provident Financial is a leading provider of financial services in the non-standard credit market. It employs over 3,500 people and has over 2.4 million customers across the UK and Ireland through its credit card, home-collected and online instalment credit, and vehicle finance operations. Provident Financial has an extensive community programme that invests in the communities in which its customers, agents and employees live and work.

For further details on Provident Financial, visit [www.providentfinancial.com](http://www.providentfinancial.com).