

# Contact centre Carpeo Estate Planning to create 300 jobs in Newport over the next five years with Welsh Government support

The new business will be based at a new contact centre in Newport where it plans to create 300 jobs with Welsh Government support.

The FCA-regulated organisation, currently employs 250 people in Swindon, and is opening the new branch at Cleppa Park, Duffryn. A location in Teeside was under consideration for this project but funding support from the Welsh Government secured the investment for Wales.

The centre opens in June and the business is actively recruiting 24 employees at all levels for its launch date, rising to 60 by end of the year and 300 by 2022.

Economy Secretary Ken Skates said:

“This is Carpeo’s first investment in Wales and I am delighted the company is joining a growing and vibrant sector that employs more than 30,000 people in over 200 centres in Wales.

“Carpeo has ambitious growth plans with the potential for further future investment in Wales and I welcome their plan to open this new business in Newport that will create a range of jobs and training opportunities for local people.”

Carpeo Estate Planning’s Chief Executive Officer Mike Minahan said:

“Having sat on the board of the Welsh Contact Centre Forum for the past 15 years, I know that Wales has a range of competitive advantages to offer contact centre businesses. The quality of people available and their experience of working in a regulated services market is a huge pull. On the softer side, the Welsh accent is sympathetic and consoling, particularly important in our market.

“We’re hugely proud to be bringing these well-paid roles and good employment opportunities to Newport.”

For a small monthly fee, members of the new subscription-based Carpeo Estate Planning service have access to affordable wills and funeral planning products. Members can also access a discount portal enabling them to save

thousands a year on key household purchases, including at supermarkets Tesco, Sainsbury's, Morrisons and Asda.

Innovative software that has been tried and tested will be utilised to identify those people whom these products and services are particularly relevant and who would have had recent experience of the difficulties of executing an intestate estate. A potential market of 3 million people has been identified.

Sandra Busby, Managing Director, Welsh Contact Centre Forum, said:

“This announcement is further evidence of the attraction of Wales as a home for some of the most Innovative contact centre businesses around. Over the past two decades our role has been to build up

Wales as the destination of choice for organisations that want to run a successful contact centre.”

Carpeo's turnover grew to £9.4M this financial year with plans to rapidly increase to £20M over the next four years, by expanding into Wales and potentially other areas of the UK.

Carpeo Estate Planning has partnered with Hugh James, the UK's largest provider of will writing Services; Golden Leaves, the market leader in the provision of funeral plans, and professional advisory firm Broomfield & Alexander.