

## CUSTOMER CONTACT CENTRE

### Who we are?

We are the Customer Contact Centre and first point of contact for all customers and clients of Cardif Pinnacle.

We believe that first impressions count so make sure that the service we give to our customers and clients is of the highest standard.

### What do we do?

We are responsible for responding to our customer's telephone calls and providing knowledge and expertise on both customer service & claims related queries. We ensure that we answer calls promptly and courteously, that all our Agents respond to queries clearly and concisely. After each call, our customers are invited to take part in a quick, automated customer service survey and can choose to leave us a voice message with their feedback.

We receive some great comments and always act on the feedback given, whether positive or areas of improvements. All of this goes towards offering customers a "World Class" experience.

Customer Contact Centre has been accredited ISO 9001-2001 and we are completely committed to the excellence that this standard ensures.

### Who are our clients?

We sell our insurance products are sold to the consumer via many "Blue Chip" client lenders. We also take a number of customer calls on behalf of clients and support their brand and culture in the calls that we take.

### What training do we provide?

We provide intensive training on all products spending time developing knowledge and telephone skills.

We provide regular feedback and coaching to our Agents on their call taking ability and work to a very high target of 97%.

Once our agent's complete training on all products offered they receive are accredited by City & Guilds in Customer Service.

