



MEDIA RELEASE

HCF wins big at customer service awards

Sydney, 8 October, 2014– HCF, Australia’s largest non-profit health insurer, has won the Customer Service Institute of Australia’s national award for customer service excellence achieved by a large business.

The award was presented to HCF at the annual CSIA Service Excellence Awards gala dinner, which was held last night in Melbourne.

The CSIA judges the customer service capabilities of companies across all industries in both the public and private sectors. HCF was found to demonstrate superior standards of customer service when compared to the rest of the field of Australia’s top large businesses.

The award is internationally recognised and, as the Australian winner, HCF will automatically become a finalist in the global International Service Excellence Awards.

In addition to winning the national award for large business HCF also took out the top prize in four NSW categories, including not-for-profit, large business, training excellence and the individual award for best customer service advocate, which was presented to Adam Sharif.

HCF’s awards follow its achievement in becoming the only Australian health fund to achieve accreditation to the International Customer Service Standard (ICSS) for high-quality customer service. The ICSS is an internationally accredited standard assessment and certification program that recognises customer service excellence, and benchmarks performance standards to international best practice. This year HCF received one of the highest certification scores ever awarded in Australia by the CSIA.

HCF’s Chief Customer Officer, Stephen Nugent, said of the fund’s continued achievement in customer service, “HCF is proud to receive these awards as recognition of our commitment to deliver the best possible customer service to members. It is a credit to our staff and reflects their commitment to providing demonstrable quality service for members.”

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Issued on behalf of HCF by Sefiani Communications Group. Media inquiries to Karen Dunicliff on ph. (02) 8920 0700, mob. 0435 807 761 or kdunicliff@sefiani.com.au

About HCF

HCF is Australia’s largest non-profit health insurer, currently covering more than 1.5 million Australians. To learn more about HCF go to <http://www.hcf.com.au/about-us>.