

MEDIA RELEASE**HCF Macquarie Centre named finalist in local business awards for second year running**

Sydney, 7 September, 2015 – The Macquarie Centre branch of Australia’s largest non-profit private health insurer, HCF, has been named a finalist in the Northern Districts Local Business Awards.

The awards recognise outstanding local businesses and their people who go the extra mile to provide an exceptional customer service experience. HCF has taken the honours in the “Specialised Business” category.

This is the second year running that HCF’s Macquarie Centre branch has been named a finalist. Branch manager Carmen Santucci, who has been with HCF for 12 years, says the nomination came down to the team’s pride in customer service.

“Our philosophy is to make our customers’ claims experience as easy as possible,” said Ms. Santucci.

“We like to make our customers feel like they’re coming in to see a friend.”

The Macquarie Centre branch is one of HCF’s largest in New South Wales, serving up to 100 customers a day. The majority of the branch staff are long-serving employees, having clocked in between 5 and 10 years of service.

Despite many services being offered online, Ms. Santucci believes there is a need for face-to-face service with a personal touch.

“We never turn customers away for something they can do online. Personal interaction will always have a place. It’s important to give our members that option, and I think it creates a sense of community.

“It’s wonderful that our members think us deserving of the award, and we’re thrilled to be a finalist,” she said.

The HCF Macquarie Centre staff are looking forward to a team night out at the Local Business Awards, taking place on 23 September 2015.

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>.