

**MEDIA RELEASE****HCF awarded top honours at customer service awards**

**Sydney, 29 October, 2015** – HCF, Australia’s largest non-profit health insurer, has for a consecutive year 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 presentation dinner, held last night in Melbourne. Following five award wins in the 2014 CSIA awards, HCF won a total of six corporate awards and was highly commended for one individual award category.

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 Awards are internationally recognised and endorsed by the International Council of Customer Service Organisations. HCF will automatically become a finalist in the global International Service Excellence Awards.

In addition to winning the national award for a large business, HCF took out the national award for customer service excellence achieved by a not-for-profit. HCF’s call centre was also recognised, with Lynette Macks awarded highly commended customer service advocate of the year. HCF swept up four NSW awards for customer service excellence in a large business, not-for-profit, as well as service excellence in a contact centre and training excellence.

HCF’s Managing Director, Shaun Larkin, said of the award wins: “At HCF we pride ourselves in offering excellent customer service, a step above the rest. We’re thrilled to be recognised each year for our commitment to providing our members the best customer experience and quality of service.”

The strong performance at the gala follows HCF’s achievement of one of the highest scores in Australia against the International Customer Service Standard (ICSS), driven by a cultural change program and an increased focus on enhancing mobility and data analytics.

This is the second year that HCF’s ICSS score has placed it in the top tier of customer-service leading organisations, and it remains the only private health insurer certified by the authorising body, the Customer Service Institute of Australia (CSIA).

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**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>.*