



## **MEDIA RELEASE**

### **HCF wins Australia's top award for health insurance five years running**

**Sydney, 30 September 2013** – Australia's largest not-for-profit private health insurer, HCF, has once again been awarded the highest national honour in the CANSTAR awards for its outstanding value health insurance.

Winning this accolade in 2013 marks the fifth consecutive year for HCF, making it the only not-for-profit health insurer to achieve such a feat. The fund was also recognised for its outstanding value hospital cover in four States and Territories – Queensland, South Australia, Tasmania and Northern Territory.

The CANSTAR awards recognise the best-value private health insurance across Australia. It is the result of detailed analysis of more than 18,000 quotes from some 943 eligible health insurance products from 18 health insurers, measured against 11 demographic profiles.

HCF's Managing Director, Shaun Larkin, said of the win: "The past five years has been a time of significant innovation for HCF as we have sought to deliver outstanding member value. With cost of living pressures rising, this commitment has never been more important. It is extremely rewarding to once again be recognised by Canstar for our efforts."

The CANSTAR award is the latest significant endorsement for HCF, which in 2013 became the first Australian health fund to achieve accreditation to the International Customer Service Standard (ICSS), an internationally accredited assessment and certification program.

HCF has also been recognised as the leading Australian health fund for the 12<sup>th</sup> consecutive quarter by channel benchmarking body Global Reviews and received National and State-level credit at the Customer Service Institute of Australia's (CSIA) 2013 Australian Service Excellence Awards.

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