

## HCF BANKSTOWN RECOGNISED FOR SUPPORT TO LOCAL COMMUNITY IN BUSINESS AWARDS

**Bankstown, 12 August 2016** – HCF, leading not-for-profit health fund protecting Australians since 1932, has been recognised for its strong commitment to serving the local community.

Staff at the Bankstown branch won the Specialised Business Category at the 2016 Bankstown Local Business Awards. The awards ceremony was held at Revesby Workers Club, on Wednesday 10 August.

HCF Branch Manager, Josephine Youssef, says she is proud of her team for being recognised as an important business in the Bankstown community.

“To be recognised in this category and by the City of Canterbury-Bankstown for the second time since our last win in 2012 is extremely rewarding for our branch. Since 1986 HCF has been servicing the Bankstown community and each year we dedicate ourselves to ensuring the business delivers value to our local members,” said Ms Youssef.

“We go above and beyond to give our customers flexible, personalised service and innovative member offerings which is reflected in our members voting for us in this award category. I have worked at HCF for 27 years, and feel very privileged to be able to service the community as we do”.

“We have tireless commitment behind the scenes to ensure the business will deliver valuable services to the local community. Our branches continually invest in staff training so that we can serve our diverse community of members better,” Ms Youssef said.

The HCF branch at Bankstown is a hub for the community, where members can access in-person support and advice. The dedicated staff empower locals to better understand and navigate the complex healthcare system to get the most from their health cover according to their personal needs.

HCF Bankstown customer service staff assist with everything from facilitating the claims process to understanding hospital admission procedures. Staff also encourage members to take advantage of the wide range of services and member benefits offered by HCF, including health management programs, lifestyles apps and other preventive health initiatives.

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**About HCF**

HCF, leading not-for-profit health fund protecting Australians since 1932, covers over 1.5 million members with health and life insurance, community care, travel and pet insurance. On average over the last five years, HCF has paid out more cents in every dollar in premiums to members as benefits than the industry average. With over 35 000 specialists participating in its Medical Gap Cover Scheme and approximately 10, 000 providers participating in its 100% back More for You programs, HCF gives members access to quality health care with no gaps or minimal costs compared to non-participating providers. To empower members to put their health first, HCF also offers a range of health and lifestyle services including its My Health Guardian health management program, mobile Victor Chang Health Checks and My Global Specialist second opinion service. HCF's national network of retail outlets and Australian-based call centres have earned multi-award winning status. HCF members also have access to low cost, high quality services at HCF Dental Centres and HCF Eyecare Centres. Having contributed \$50 million to support the health services research funded by the HCF Research Foundation, HCF is devoted to investing in the future of Australia's health. To learn more about HCF go to [hcf.com.au/about-us](http://hcf.com.au/about-us)

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