



## **MEDIA RELEASE**

# **HCF WINS BIG AT INTERNATIONAL SERVICE EXCELLENCE AWARDS**

**Sydney, 21 March 2016** – HCF, Australia’s largest not-for-profit health fund, has received international recognition for outstanding customer service, winning the Large Business award at the 2015 International Service Excellence Awards.

The awards, hosted by the Customer Service Institute of America (CSIA), acknowledge business' commitment to customer service excellence at a global level.

HCF’s Managing Director, Shaun Larkin, said the award provided international recognition for the great work HCF staff do.

“We pride ourselves on putting the customer at the heart of everything we do and we’re thrilled to be recognised globally for that commitment,” Mr Larkin said.

“We are continually working to improve our customer experience so as to provide the best service to our members. There is no end point to this work as customer expectations continually change.

“Our 2020 Vision is to make health care understandable, affordable, high quality, and most importantly, customer-centric. This award shows we are on the right track to reach that goal.”

Christina Churchill, Managing Director of the CSIA, said: “HCF’s continuous drive to improve, focus on people, and obvious dedication to customer experience sets the benchmark.”

The awards are endorsed by the International Council of Customer Service Organisations (ICCSO) and judged by an independent panel against a stringent framework that determines the degree to which organisations put the customer at the focus of core business activities, and the demonstrated integration of the customer service ethos supported through culture, processes and actions.

The award follows recognition by the Customer Service Institute of Australia, with HCF receiving the national award for customer service excellence achieved by a large business, in addition to four NSW awards for large business, not-for-profit, service excellence in a contact centre and training excellence in the 2015 Australian Customer Service Excellence Awards.

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### **About HCF**

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