

Sunsuper wins major industry award for customer service

Sunsuper has been recognised for its industry-leading customer service with the 2017 Customer Service Organisation of the Year Large Business award.

The award is given out annually by the Customer Service Institute of Australia to recognise high standards of training, processes, operations and governance and commitment to excellence within customer service organisations.

The win comes off the back of Sunsuper receiving Chant West, Super Review and SuperRatings Super Fund of the Year awards - the first Fund to win all three awards in a single year.

Sunsuper's Executive General Manager for Customer Engagement, Terri Hamilton said the award recognises the Fund's ongoing commitment to providing the best possible service for its members.

"The award is an outstanding achievement by our customer engagement teams and shows that above all industries, Sunsuper has delivered on its customer first promise," Ms Hamilton said.

"At Sunsuper we strive to deliver the best outcomes for all our members to help them achieve their retirement dreams, and work hard to upskill our people and improve our systems to do just that.

"One of the changes we've made for quicker, more informed customer solutions was rolling out a new telephony platform. This omni-channel platform provides our 350 customer facing representatives the ability to deliver a seamless end-to-end experience for our customers.

"Our customers' best interests sit at the heart of everything we do, and we are delighted to be recognised for our efforts."

Sunsuper's Proactive Outbound Team was also recognised for the Team of the Year category with a Service Champions award. The Contact Centre was named a finalist in service excellence and Team Leader Jessica Teasdale was a finalist in the Leader of the Year category.

Sunsuper is one of Australia's fastest growing super funds with more than one million members and \$46 billion in funds under management.

Ends