

Sunsuper's contact centre recognised in major service award

Sunsuper has added another prize to its trophy cabinet after winning a major national customer service award for its contact centre this week.

The win comes off the back of securing independent rating agency Chant West's Best Fund: Member Services award in May.

The National Service Excellence in a Contact Centre (under 100 employees) Award is given out annually by the Customer Service Institute of Australia to recognise high standards of management, training, processes, and commitment to excellence within customer service organisations.

Sunsuper's general manager customer contacts Andrew Nicholson said it was a fantastic achievement and highlighted the Fund's commitment to providing the best possible service for its members.

"We are always striving to provide our members with exceptional customer service. Our customers' best interests sit at the heart of everything we do and so we are delighted to be recognised for our efforts."

Mr Nicholson said the award was testament to the 76 hard-working staff in the Sunsuper contact centre and the exceptional level of service staff aimed to provide members every day in a bid to help boost their super savings and make their retirement as financially comfortable as possible.

Additionally, he said that Sunsuper had recently restructured its customer service division to better accommodate member and client needs.

"The new structure was born out of findings from research that showed that members had distinct needs at different stages of their lives which could not be accommodated by a 'one size fits all' service model. The new structure allows us to manage our customers' needs more efficiently and effectively out of the one area, cutting the need to move callers through multiple departments to complete enquiries."

Mr Nicholson said unlike other super funds, Sunsuper owned its administration arm which meant it had direct control over the customer service experience end-to-end.

"As one of the nation's fastest growing super funds, it makes good sense to have direct oversight over every aspect of the member and client experience. We don't outsource to an external administrator and that gives us an edge over our competitors when it comes to delivering industry-leading customer service standards," he said.

Sunsuper is one of Australia's fastest growing super funds with more than one million members and \$29 billion in funds under administration.

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