

## **Sunsuper's contact centre recognised in major service award**

Sunsuper's contact centre has been recognised for its customer service by Australia's leading independent customer service organisation for the second year running.

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

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 we are delighted to be recognised for our efforts."

Mr Nicholson said the award was testament to the passionate and dedicated staff in Sunsuper's Customer Service teams and the exceptional service that they provide to members every day to help boost their super savings and make their retirement as financially comfortable as possible.

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," he said.

Sunsuper is one of Australia's fastest growing super funds with more than one million members and \$32 billion in funds under management.

**Ends**

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