

Sunsuper's contact centre wins major industry award for the third year

Sunsuper's contact centre has been recognised for its industry-leading customer service for the third year running.

The Service Excellence in a Medium Contact Centre Award (under 100 employees) 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.

The win comes off the back of securing rating agency Chant West's Best Fund: 'Integrity' and 'Corporate Solutions Fund of the Year' in May this year.

Sunsuper's Head of Customer Interactions Amalie White said it was an outstanding achievement and highlighted the Fund's ongoing commitment to providing the best possible service for its members.

"To be recognised for customer service for three consecutive years is a huge achievement. Our customers' best interests sit at the heart of everything we do, and we are delighted to be recognised for our efforts," Ms White said.

"This is a testament to the 80 hard-working staff in the Sunsuper contact centre and the exceptional level of service staff aim to provide members every day, in a bid to help boost their super savings and make their retirement as financially comfortable as possible."

Ms White said unlike many other super funds, Sunsuper owns its administration arm and has 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," she said.

Sunsuper is one of Australia's fastest growing super funds with more than one million members and \$37 billion in funds under management.

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