

Focus UPDATE

Important Group Benefits news

111 – March 2007

Group Benefits Customer Care Centre

2006 Contact Centre Award of Excellence winner

Our Customer Care Centre is striving for world class excellence. They're closer than ever after winning the Service Quality Measurement Group Inc.'s (SQM) **2006 First Call Resolution Improvement Merit** award.

Each year SQM awards the top North American contact centres with service awards in different categories. The results are based on all contact centres evaluated by SQM. Merit awards are given to contact centers that improved their First Call Resolution rating by 10% over a given period.

The Customer Care Centre's Quality Measurement Program, which kicked off in early 2006 has already made a recognizable difference. Receiving this award is proof that the program is working and they are continuing to make quality and customer satisfaction number one priorities.

If you have any questions about the Quality Measurement Program or the award, please contact your group benefits representative.