



Customer Service - 5 Star Award

Meeting the industry benchmark

Customer service is a key selection criteria for many intermediaries and the attainment of 5 star recognition therefore helps win new business. Attaining a 5 star award pose many questions of any organization:

- How does your service proposition **compare** to that of your competitors?
- When it comes to **administration** does your organisation consistently meet your customers' expectations?
- Do your customers tell you that you are **easy to do business with**?
- Are your people informed on current issues and intuitive to problems and opportunities?
- Does your organisation adopt a **pro-active** approach to dealing with outstanding requirements?
- Do customers feel that your people **keep promises**?
- When things do go wrong are they put **right quickly** and do customers feel that they have been **treated fairly**?
- Is your **perception** of the service you offer consistent with that of your customers?

Where is your operation?...

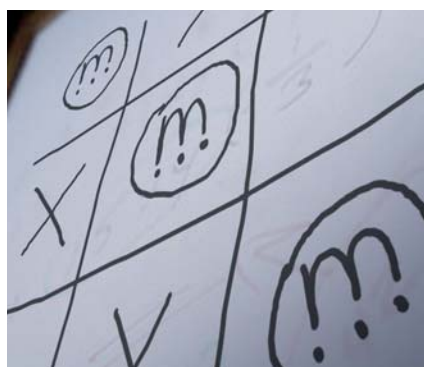
How we can help



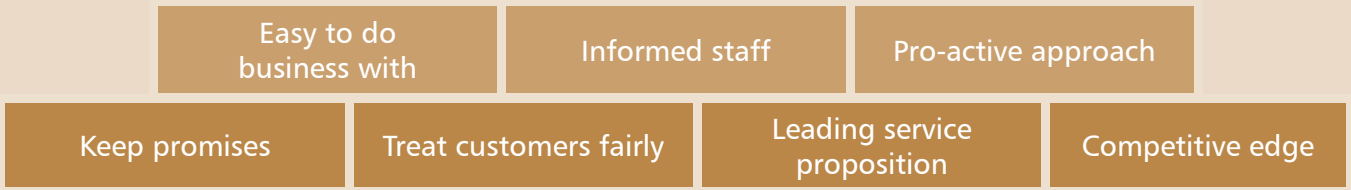
At Momenta we can provide an objective assessment of your service proposition. Based on this assessment we will identify gaps and explore opportunities to strengthen your proposition.

Using our knowledge and experience we will work with your operations, IT, marketing, and sales people to remove weaknesses and strengthen your service processes and proposition.

In addition we can build a campaign with which you can promote your newly improved service proposition.



Enhancing your service proposition:



What people say about our support

"In the environment in which our organisation operates it is vital that we pursue opportunities to gain competitive advantage.

A key area was to enhance our individual new business proposition. The help provided has enabled us to make step change improvements which have led to new business and market share gains"

**Chief Executive
UK Insurance Company**

Case Study: UK Insurance Company

A programme to strengthen the individual business proposition for a UK Product Provider.

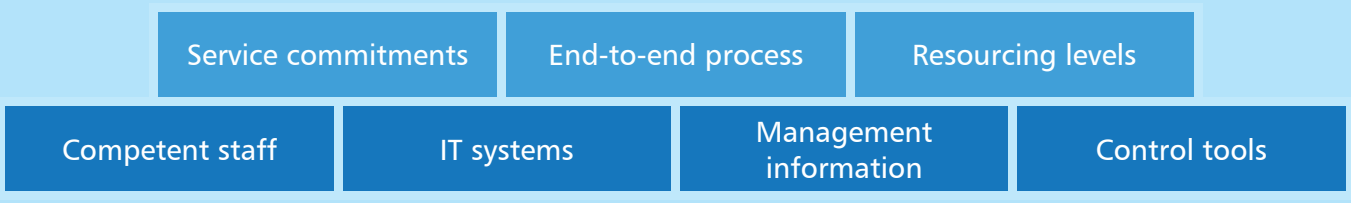
The remit was to strengthen the service proposition to support the delivery of increased revenues and improved market share. By introducing case ownership and aligning individual teams and consultants to sales teams, broker consultants, and Independent Financial Adviser businesses, a change in culture was delivered. This change underpinned improvements in perceptions of:

- levels of ownership demonstrated
- the ease of being able to do business with the organisation
- promises being kept and customers being treated fairly

Additionally investments were made in developing staff including improving their market awareness and the introduction of pro-actively dealing with outstanding requirements.

Subsequent independent surveys have seen the service proposition positioned 1st and revenues & market share numbers are up.

The building blocks of an efficient operation:



Our expertise

Momenta provide experienced service delivery consultants who have worked with large customer service operations on various projects including service recovery, FSA remedial and 5 star award projects. Our consultants understand the market you work in and the service efficiencies required within it.

About Momenta

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Momenta provide quality resource, consulting expertise and people development for financial services companies in the UK.

We work with you to ensure that you can meet today's challenges so as to achieve tomorrow's success.

To find out more about our service delivery capability, please contact Lee Davies on: **020 7374 6600**

