



# CUSTOMER CARE

*Providing Exceptional  
Customer Service since 1944*

## OUR APPROACH TO ENHANCED CUSTOMER CARE SERVICES

- We create a customized matrix that caters to the specific needs of each client.
- We assign a dedicated team of individuals to each client to better address queries and concerns that are unique to their needs.
- We continuously improve our customer care operations to enhance overall client experience.
- Call queuing and cross-training allows us to adapt to fluctuating call volumes.
- 100% of calls are documented in our web-based phone system for quality assurance.



Our Customer Care team is committed to providing a culture of excellence in customer service by addressing needs with a caring attitude on a consistent basis.

