

# media release

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## *Customer satisfaction soars at Vero*

**28 March 2007:** Vero Insurance Limited (Vero), committed to understanding the needs of their customers, continues to provide a high level of service as shown by recent survey results.

An independent research consultant conducts the quarterly customer satisfaction surveys on behalf of the Vero Claims team, and uses the results to measure success. A representative sample of Vero customers are contacted to participate in these surveys on a monthly basis.

Head of Claims Services at Vero, Allison Prince said regular customer satisfaction surveys help to determine the level of service being provided, the helpfulness of the person handling the claim at first contact, and time taken for claims to be settled.

"Vero wants to understand and listen to the views of customers. By conducting regular surveys we can determine the levels of customer satisfaction for all aspects of the claims process," she said.

The most recent survey had a sample of nearly 500 clients. The results were released in early 2007 and showed that 94% of customers surveyed were either satisfied or very satisfied with the service they received from Vero in the handling of their claim.

96% of claimants stated that they would continue to use Vero based on the strength of the claims service they received and 94% of claimants stated they would recommend Vero.

In addition, 95% of claimants surveyed said they were satisfied or very satisfied with the ease of lodging their claim with Vero. 94% of claimants



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were satisfied or very satisfied with the service they received from the person handling their claim.

"The Vero Claims team works hard to achieve such excellent results. The surveys allow us to gain insight into the level of service we provide, and make any necessary improvements to our service. This highlights our commitment to continuous improvement," Ms Prince said.

**- ENDS -**

## **Editor's note**

Vero Insurance Limited ("Vero") is a subsidiary of the Suncorp-Metway Limited ("Suncorp"). Vero, formerly Royal & Sun Alliance Insurance Australia Limited, has for many years been offering highly specialised solutions to its large range of customers.

Vero is one of Australia's largest intermediated general insurance companies and has 19 branches across Australia, providing a suite of quality specialised risk management products and services through brokers, corporate partners and risk managers.

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