

At Your Service

Issue 4, November 2011



Welcome to the fourth edition of your Service Bulletin. In this edition we announce the October Winner of the 5★ Service Awards.

Announcing the 5★ Prize Winners



We are delighted to have received excellent responses from our Brokers to the 5★ Prizes for 5★ Service Awards.

It is fantastic to see the massive contribution that is made by staff in all areas of Zurich to our market leading service on a day-to-day basis. It is inspiring to see the value of “going that extra mile” and what it means to Brokers and their clients.

A big well done and thank you to all!

In the humdrum of getting things done on a daily basis we should never forget that it is each and every one of us that makes the difference to the delivery of our market leading service.

This month's winner is **Paul Byrne, Sales Support Supervisor** who was nominated by **Emer Farrell, Liberty Asset Management** for going above and beyond the call of duty.

Congratulations to both of our prize winners!

This 5 Star competition will continue through November until February so you could be the next winner!

David Madigan
Ireland Operations Director



P.S. The IBA Service Excellence Survey is commencing on Friday 18th November so let's keep focused!

Turn over to see how Paul puts the 'Support' in the Sales Support Team!

5★ Prizes for 5★ Service

Here's how Paul puts the 'support' in the Sales Support Team!

Earlier in the year, Ireland was experiencing its coldest weather in 28 years. Emer received a call from an existing long term elderly client who has a series of policies through ourselves and had recently sent in an encashment request. Due to the time of year, Emer had been advised that encashment requests were taking a bit longer than normal due to the heavy volumes. The client phoned Emer looking for an update on his request as his wife was in a car crash due to the icy roads, thankfully she was not injured but the car had been very badly damaged. He needed his encashment cheque urgently in order to have the car repaired otherwise they would not be able to travel at all over Christmas and would be confined to their house. Emer tried to reassure him as best she could about when the cheque would be ready. However she knew that it would take a day or two due to seasonal postal delays to reach him and by that time neither the banks nor any car garages would be open.

Emer phoned Paul who as always was very helpful and understanding. He looked into the query and phoned her back promptly with an update advising her that the cheque was ready to be issued. However, the problem would be getting the cheque to the client as this would have taken a couple of days by post. Paul then suggested something that completely surprised Emer – he lived near to the client and said he would personally hand deliver the cheque.

In doing so, not only did Paul display the highest level of customer service as a representative of Zurich, he also further built the strong relationship between Liberty Asset Management and Zurich Life. He understood the severity of the situation and acted on it in a very customer focused manner.

iServe Charter

'I' is for me, for you and for everyone in the team. 'I' is the reminder that it is us that makes the difference to the delivery of world class service.



- 1 I treat customers fairly and as individuals.
- 2 I am dedicated to making life easy for customers.
- 3 I communicate clearly and professionally with customers.
- 4 I keep customers appropriately informed.
- 5 I listen to customers and act appropriately.
- 6 I take responsibility and deliver on my promises.
- 7 I do my best to offer quality solutions and deliver service excellence everyday.
- 8 I passionately do the best that I can.
- 9 I am part of the Zurich Life team that provides world class service.
- 10 I recognise that I play an important role in delivering service excellence everyday.

