

**Date:**

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**Subject**

NIB Wins Award For Best Call Centre in Australia

NIB Health Funds' Call Centre operation, based in the fund's Newcastle headquarters, is in the running to be voted best in the world.

NIB again scooped the pool at the annual Teleperformance CRM Grand Prix Awards held in Sydney last night, winning Best Call Centre in Australia and Best in the Insurance Industry at the 2001 awards.

It is the second time in three years that NIB has finished ahead of Call Centre operations run by some of Australia's largest companies and other centres run by multinational corporations.

The awards were judged on all aspects of customer relations management, including Call Centre operations as well as email capability.

The award now places NIB against Grand Prix winners from more than 50 other countries to determine the world's best Call Centre.

NIB's Managing Director, Mr Colin Rogers, said the achievement added immeasurable value to NIB's own operations, as well as the Hunter Region's burgeoning Call Centre industry.

"This award reflects the tremendous effort that's gone into development of our Call Centre operations and it is quite an honour, given that our system and processes are a total product of Newcastle endeavour," Mr Rogers said.

"We have developed our operations from our Hunter St headquarters and they reflect the work of extremely loyal employees who apply old-fashioned values of services to today's modern technology.

"To be judged best Call Centre in Australia is proof that NIB is meeting the most important criteria in today's business environment: meeting our members' expectations."

Mr Rogers said the success would also provide the Hunter Region with further appeal in its drive to become the Call Centre capital of the nation.

"After NIB's success in 1999, a number of companies visited our operations and many chose to locate their Call Centres in the Hunter as a result," Mr Rogers said.

"It provides a wonderful boost for the Hunter in an industry that will form an important part of the region's future."

No company has previously won the overall Grand Prix Award and NIB representatives received a standing ovation at the award ceremony.

NIB's Call Centre is the main point of contact for the fund, which now provides health cover for almost 500,000 people across Australia.

It supports 90 full-time positions, and provides assistance to NIB members with inquiries about health cover, advice on products and services, and signing new members.

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A not for profit registered  
health benefits organisation