

## EyeMed's Customer Care Center recognized as top-notch for 14th year in a row

July 2024

There's no stopping the EyeMed Customer Care Center! As a 2023 BenchmarkPortal Center of Excellence, our call center is one of the very few companies to have received this distinction for 14 straight years, delivering extraordinary customer service time and again.<sup>1</sup>

Rated on efficiency and effectiveness performance indicators against other call centers, EyeMed is the second-highest-rated call center in the Medium-Sized Center Category.<sup>2</sup> Key performance indicators include average contact Handle Time, Calls per agent Per Hour, Agent Turnover, and Average Speed of Answer, Customer and Agent Satisfaction and Transfers, among others.

It's no secret that our call center agents work in a supercharged environment with a steady dose of urgency, and it takes a strong team to deliver these amazing results year after year. "The proof is in our everyday amazing member experience," says Dennis Williams, head of EyeMed's Customer Care Center. "97% of our EyeMed members are satisfied with EyeMed and the call center is a huge part of that experience."<sup>3</sup>

In a class all by itself, the Customer Care Center isn't afraid to outshine the rest. Kudos to our first-class team.



<sup>1</sup>Purdue University Benchmark Portal independent assessment of call centers nationwide, 2023.

<sup>2</sup>Purdue University Benchmark Portal independent assessment of call centers nationwide, 2024.

<sup>3</sup>Overall Satisfaction in the EyeMed National/Book of Business Member Satisfaction Survey for 2023.