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Denplan scoops customer service recognition once again

It's all smiles at Denplan with the UK's leading dental payment plan specialist achieving a hat-trick of recognitions at the Top 50 Companies for Customer Service awards.

The Winchester-based employer was recognised as second in the UK for email service, third for call service and scooped first place in the award category for Best Service Provider.

Held on Thursday 23 October at London's Park Plaza Hotel, the Top 50 Companies for Customer Service awards is one of the most celebrated events in the customer service industry and recognises companies who strive to deliver exceptional customer service. Adding to the glamour of the night were celebrity hosts Rachel Riley – Countdown's co-presenter – and comedian Josh Widdicombe.

Run by the International Customer Management Institute (ICMI), the national awards come after months of intense judging led by mystery shoppers. Companies are assessed from May to August each year and are rated on key customer service criteria including how timely calls and emails are dealt with, how easy the process was for the customer, the reliability of the information provided, the knowledge of the customer service team, and how personalised the whole experience was for the customer.

Head of Customer Service at Denplan, Neil Warren, said: "We're very proud to rank as one of the UK's top performing companies for customer service once again. The teams have worked so hard to improve their performance year on year and we have increased to a score of 96.6% for the quality of our telephone calls from 95.85% last year. The whole team is passionate about providing our customers with the best possible service and I'm delighted that their efforts have been recognised."

Ben Johnston, Correspondence Team Manager, added: "As part of Denplan's focus to continually find ways to improve our customers' experience, we restructured the department last year to form a team that specialises in email correspondence. This has had a direct effect on how quickly



we can deal with enquiries and meant that we could increase our levels of personalisation so that every customer's experience is unique."

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Photo caption: Photo shows Denplan's Customer Service Teams with celebrity hosts Rachel Riley, from Countdown, and comedian Josh Widdicombe

About Denplan

Denplan Limited is the UK's leading dental payment plan specialist; with more than 6,500 member dentists nationwide caring for approximately 1.7 million Denplan registered patients. Established in 1986 by two dentists who pioneered the concept of dental payment plans, Denplan has been at the heart of dental care for over 25 years and today the company is owned by Simplyhealth. Denplan has a wide range of dental plans for adults and children, enabling patients to spread the cost of their private dental care through a fixed monthly fee. Denplan supports regular attendance and preventive care, reducing the need for clinical intervention and helping patients to maintain healthy teeth and gums for life. For further information visit www.denplan.co.uk

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About Simplyhealth

- Simplyhealth became its own brand in 2009 after bringing together HSA, BCWA, LHF, HealthSure, Totally Active, its family of health companies
- Simplyhealth has been providing healthcare solutions for 140 years, and is dedicated to serving its customers and patients through a variety of cash plans, dental plans, private medical insurance, self funded health plans and mobility and living aids
- Simplyhealth is a trading name of Simplyhealth Access, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority
- Simplyhealth as it stands today, now covers nearly four million people with health plans (more than any other company) and helps 20,000 companies with their employees' health
- Simplyhealth is committed to making a positive impact on its communities. Each year, it donates over £1 million to health related charities and causes

For further information: newsroom.simplyhealth.co.uk