

Medisort has a straightforward approach to customer care, service and support - essentially we treat our customers as we would like to be treated ourselves.

- We enjoy good, on-going working relationships with our clients. Typically, this allows our staff to create friendly and supportive partnerships with all the members of your team.
- Clients are provided with telephone numbers for all key members of the Contract team, so there is always someone available to talk to you.

We'll go the extra mile to ensure that your issues are addressed. Typically our offices are open for 10 hours a day and we'll also answer and respond to support calls outside the contracted hours if someone is available.

### QUALITY STATEMENT

- Through our commitment to quality and customer service we provide a quality front line service to our customers.
- Customers who call our offices will have their telephone calls answered quickly. Personal callers will not be expected to queue for too long and their enquiries will be answered promptly and courteously.
- All of our staff take personal responsibility for ensuring a quality outcome for your contract.
- We will provide Standard Service Level Agreements (SLAs) for customer care and complaints and will honour these commitments to our customers.

### ACCESS

- Our customers are provided with support by telephone, fax, email

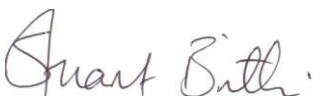
### TARGETS

Our main customer care targets are to:

- Answer all telephone calls at the first point of contact.
- Respond to emails on the same business day. Where a substantive response is likely to take longer, we'll send an acknowledgement and explain when you can expect to receive a full reply.
- Provide an on-going support service to our customers.

### Managing the process

- We track and monitor enquiries to ensure our promises are delivered. Medisort will then analyse comments and complaints to learn what can be done to improve our services for the future.
- Wherever possible, services will be delivered and supported electronically.
- Customer care targets will be integral to the Quality Management Systems of Medisort
- Regular meetings will be held between front and back office to maintain service levels and communication.



**Stuart Brittle**  
Managing Director