



ASSURANT®

Have you had to deal with issues that are caused by the rest of the business?

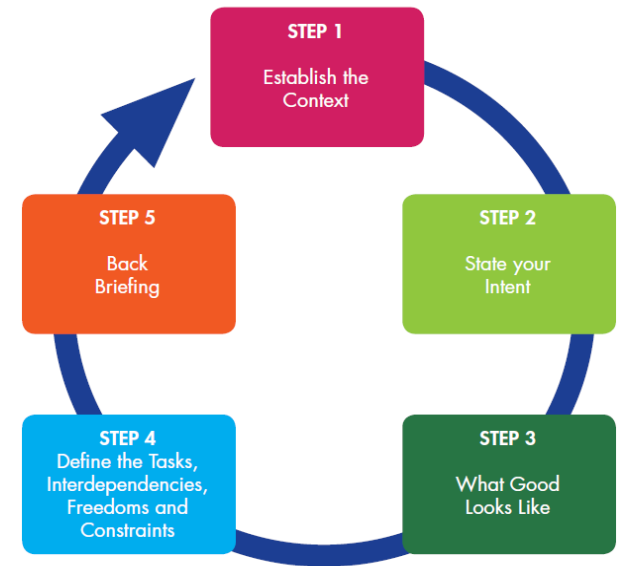
- Technology
- Relationships with our partners



**SMALL OPPORTUNITIES  
ARE OFTEN THE  
BEGINNING OF GREAT  
ACHIEVEMENTS**

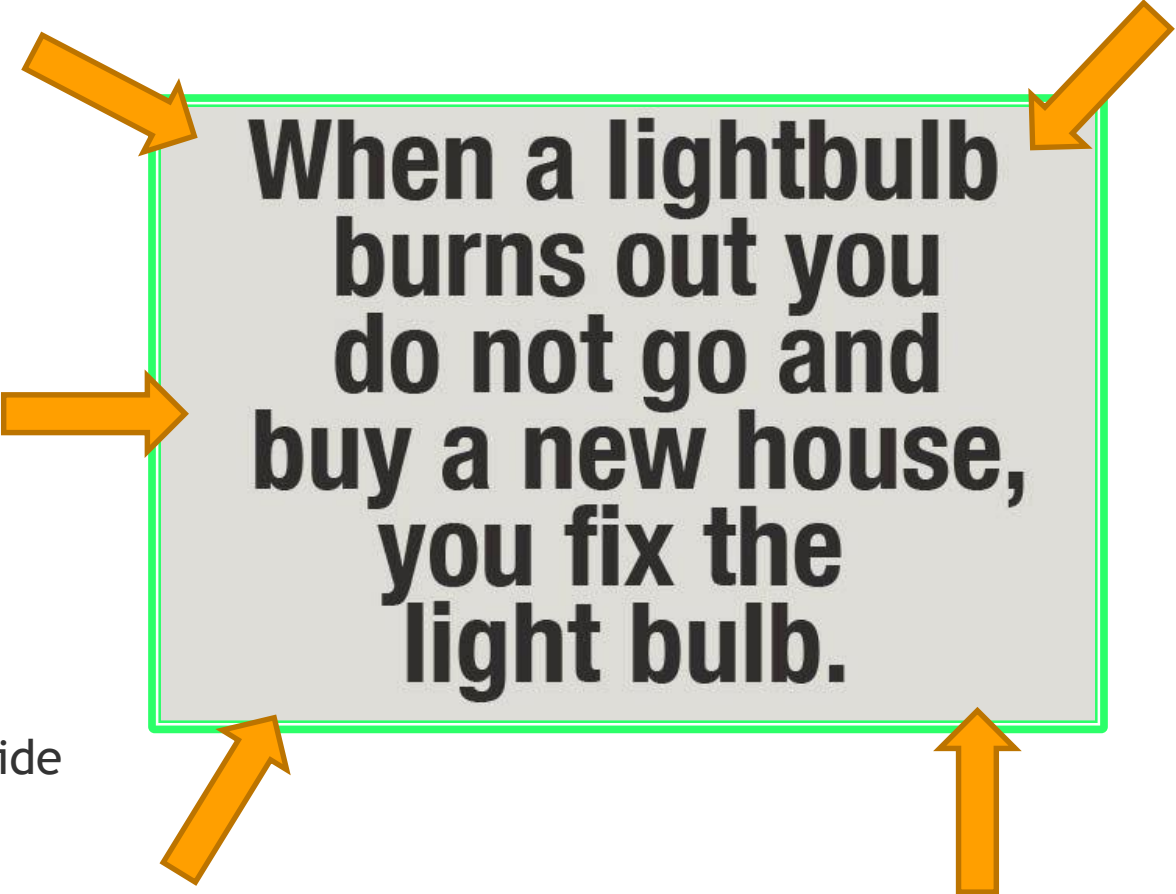
## Ways you have built a culture of continuous improvement

- Change leadership workshop
- Change team/step by step update on change
- Monthly meeting to look at everyone's change in UK and Europe
- Engagement with senior leaders: Our strategy



**Do we - Making time to fix or improve what isn't working? i.e. suggestion box or process for agents to make recommendations for changes to bring about First Call Resolution**

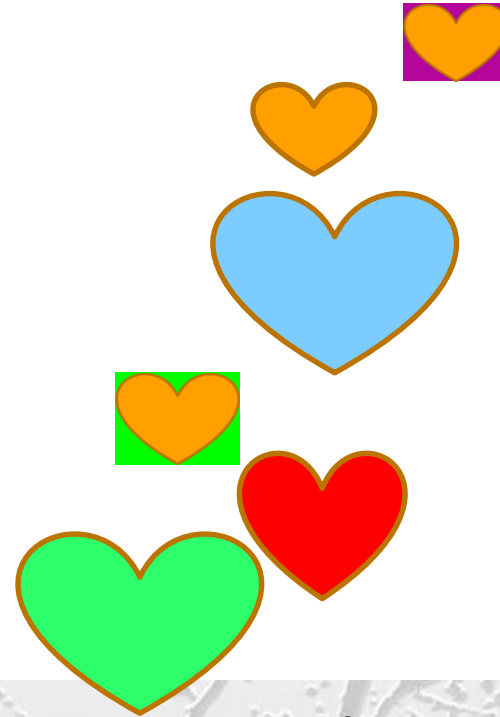
- Positive Pot
- Hold time mission
- You said. We did!
- Agent Forum
- First call resolution guide



**When a lightbulb  
burns out you  
do not go and  
buy a new house,  
you fix the  
light bulb.**

## Ways we deal with customers getting frustrated over broken processes

- Collect feedback as well as complaints
- Quick escalation process (live)
- Redress
- Door Stop Exchange (DSE) and Rapid Repair



The customer's perception  
is your reality.