



AGRISOMPO

SILVER CIRCLE AWARD FOR CUSTOMER SERVICE

Mission: AgriSompo will make a long-lasting impact on farmers, ranchers, agents, and our business partners for generations to come through industry-leading risk management and a deeply-rooted commitment to customer service and support.

Service is: Consistency, transparency, and accountability at every level!

Customers are: Agents, insureds, and co-workers.

Customer service is: The act of providing support to prospective and existing customers.

Why is customer service so important?

Nearly
3 out of 5

consumers report that good customer service is vital for them to feel loyalty toward a brand.

— Zendesk

This employee provided customer service the AgriSompo way by going above and beyond to meet their customer's basic needs:

- Owned their decision
- Provided quality communication
- Responded promptly and efficiently
- Treated the customer with respect

This employee displayed one or all of these qualities and actions that exemplify excellent customer service:

Qualities:

- Professionalism
- Patience
- People-first attitude
- Politeness
- Conscientiousness
- Loyalty
- Good communication
- Competence

Actions:

- Answered their phone
- Responded promptly
- Knew their product
- Kept their promise(s)
- Listened to their customer
- Gave complaints their full attention
- Strived to provide something extra to their customers
- Followed up on concerns
- Said "thank you"

[CLICK TO SUBMIT YOUR NOMINATION](#)

(Form also located in Saba)



PURPOSE

The Silver Circle Award for Customer Service acknowledges AgriSompo staff members who:

- Establish and maintain positive and effective working relationships with fellow employees and/or partner agents by showing a willingness to assist above and beyond normal expectations
- Are dedicated to continuously improving customer satisfaction and exceeding the norm
- Demonstrate excellence in resolving conflicts and/or facing challenges and anticipating customers' needs and potential problems before they occur

ELIGIBILITY

Any full-time AgriSompo staff member who exhibits extraordinary behavior and practices excellent customer service skills.

Employees who greatly exceed customer expectations by:

- Preventing or reducing problems from occurring
- Practicing service skills to restore customer satisfaction
- Contributing cost saving ideas for the company or customer
- Communicating effectively while interacting with and serving others

NOMINATION PROCESS

Nominations may be submitted internally by AgriSompo staff or externally by a partner agent or policyholder. A nomination must be submitted to AgCommunications@sompo-intl.com by completing the digital form posted on the AgriSompo website, in Saba, and on page 1 of this document, or by emailing a copy of the pdf form available in Saba.

SELECTION PROCESS

All nominations will be reviewed quarterly by the Employee Excellence Award Committee and winners will be selected. Information and nominations discussed in committee meetings will remain confidential.

NOTIFICATION

Recipients will be announced after the conclusion of each quarter and prizes will be awarded at that time. Winners will be recognized during an AgriSompo Town Hall meeting, in the agent newsletter, on the Workplace platform, and with a writeup on the Circle of Excellence page in Saba.

Questions?

Contact AgCommunications@sompo-intl.com

