

Member Satisfaction Results 2024



Thank you to our members who provided feedback through our most recent member satisfaction survey. Your responses help direct our efforts so we can deliver the best health insurance possible.

YOU SAID YOU FOUND US

- friendly and approachable
- easy to deal with
- to offer high quality health insurance

Our friendly team is available to help with your health insurance questions and claims



9 OUT OF 10 MEMBERS IN THE SURVEY:

- are very satisfied or satisfied
- are likely to recommend HCl

MEMBERS AGREED THAT HCl



prioritises member needs over profit



offers helpful information



provides personalised service



promptly manages claims

TOP 3 REASONS FROM MEMBERS DRIVING THIS HIGH LEVEL OF SATISFACTION:

1

Quality of cover, benefits and inclusions

2

Quick and simple claims process

3

Affordability/great value for money

THE SURVEY PROVIDER SAID ...

HCl performs very strongly on several of the top drivers of overall satisfaction, higher than the benchmark. Our findings are quite positive for HCl and as such don't leave much room for improvement.

Since the survey, we have improved our extras cover for many members, kept premiums steady, and launched our new, more secure Online Member services (OMS) portal.

CONTACT US

1800 804 950

enquiries@hcltd.com.au

www.hcltd.com.au

Thanks to your answers, HCl will:

Continue to find ways to help you get more out of your cover, including updating additional information and fact sheets on our website