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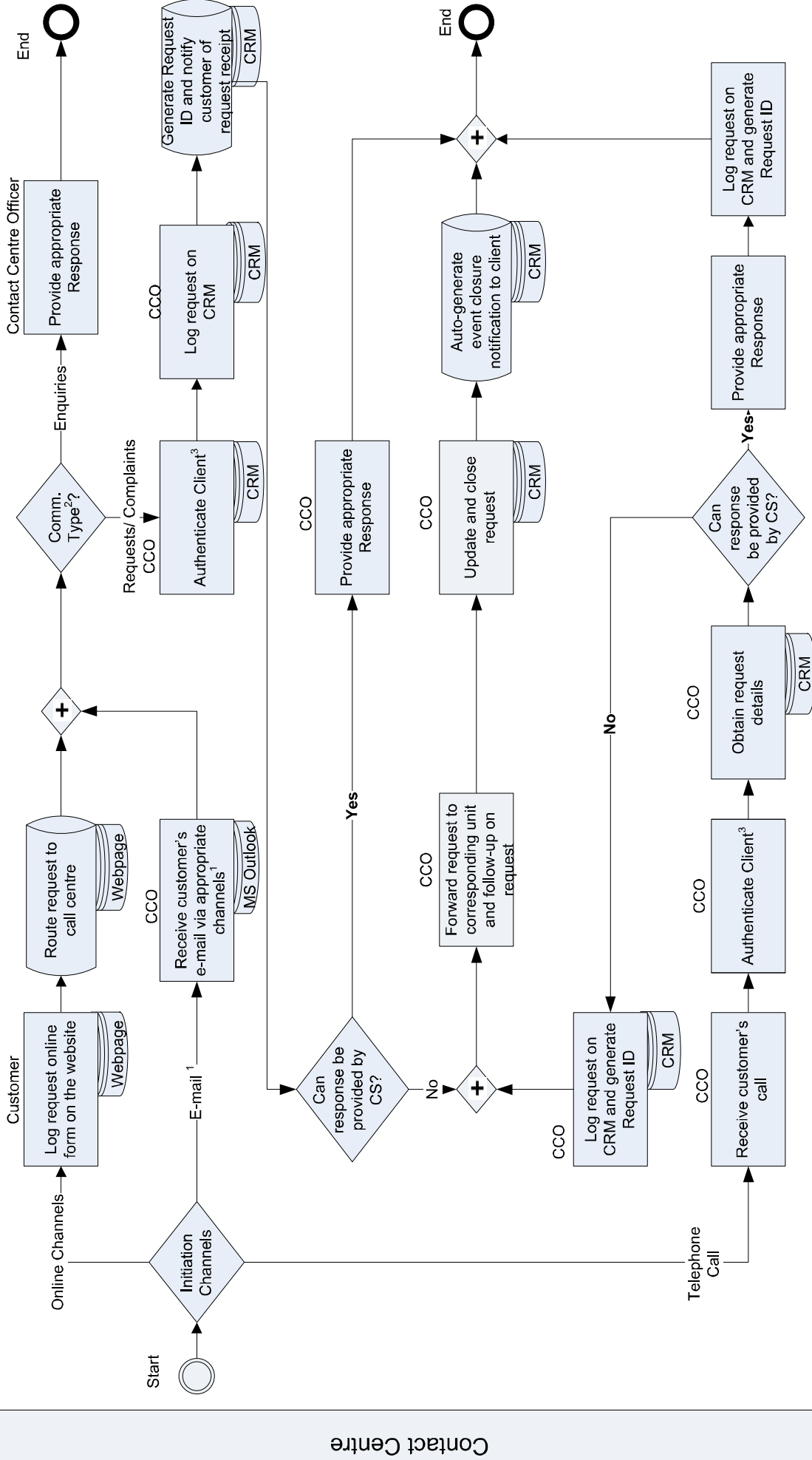
Section: Customer Experience Management

Contact Centre Process: Manage In-bound Communication

This deals with the process of managing all incoming requests, complains or enquiries via designated channels

* Request forms should be batched and forwarded as follows:

- 7:30am-11am
- 11am – 3pm
- 3pm -5pm



1. E-mail can only be received via official e-mail channels

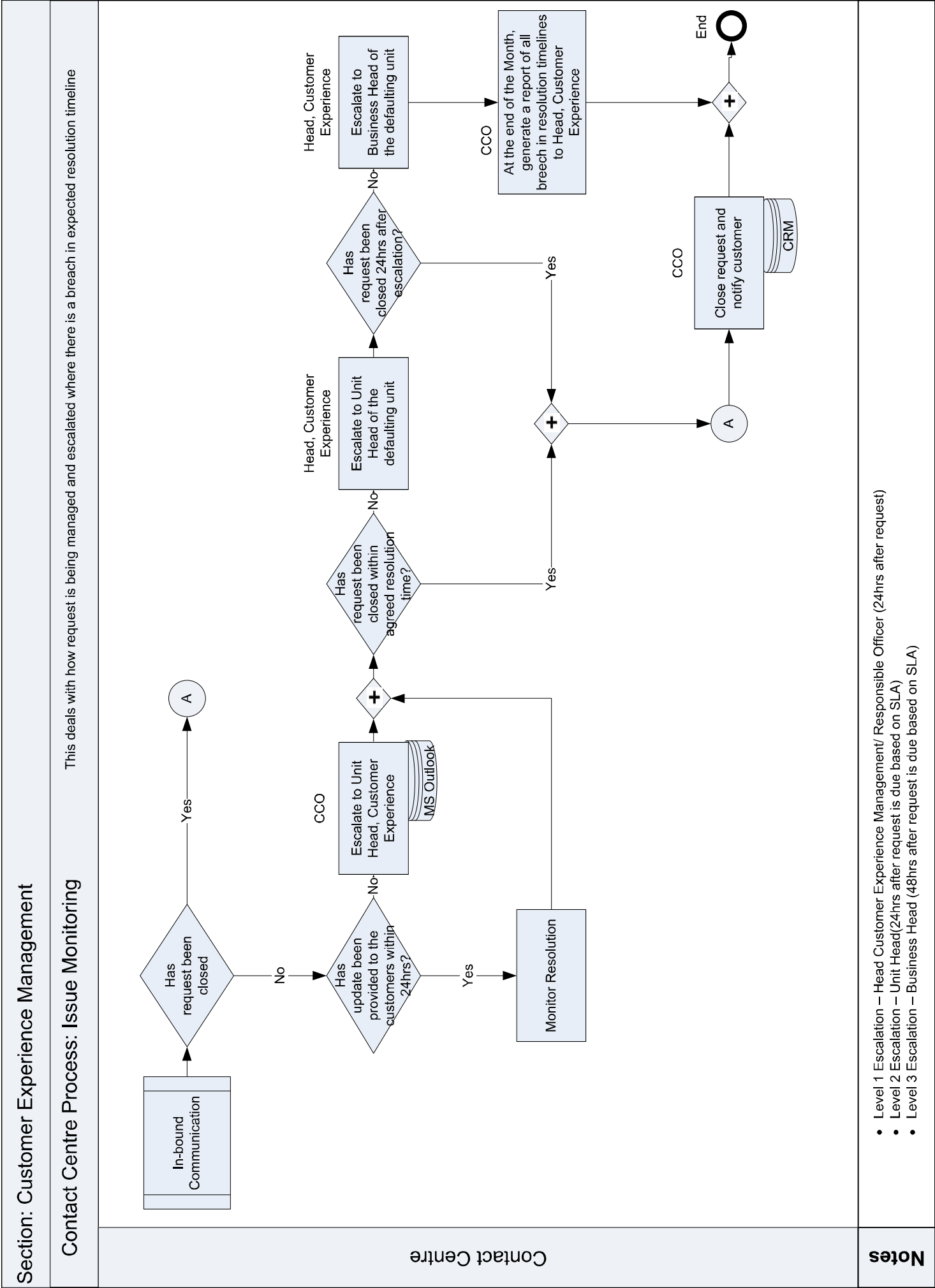
2. In-bound communication shall be classified as follows:

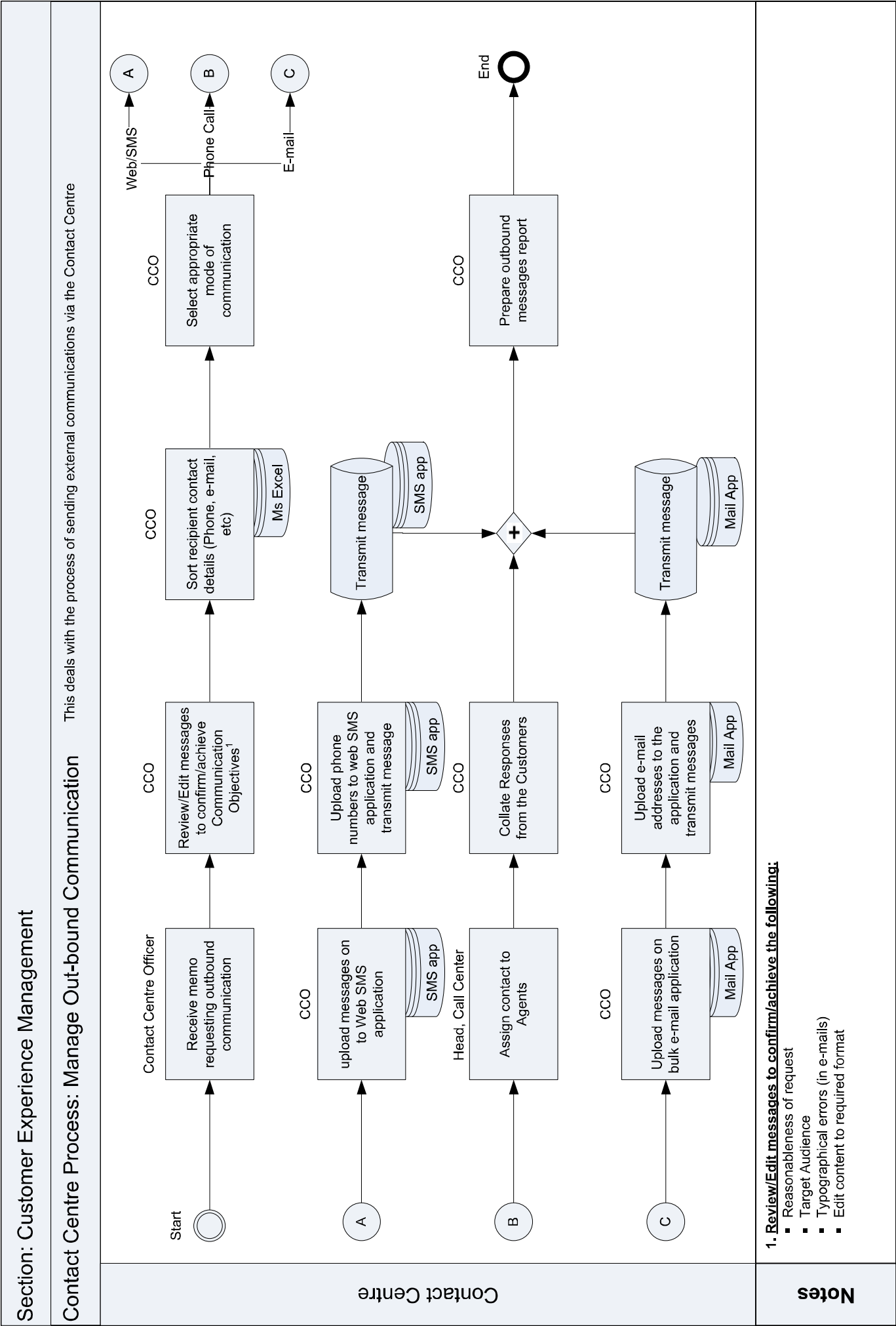
- Request refers to customer's demand for a particular service e.g. Statement,
- Enquiry refers to general information about ARM or it's product and services
- Complaint refers to notification about unsatisfactory service

2. Authenticate Customer:

- Authentication not required for enquiries. Customer to be authenticated through the call center with established through established "what you know" procedures:
- Customer's name
- Email address
- Last transactions
- Date of Birth (DD/MM/YYYY) – Client's response should include the year of birth
- Year account was opened

**Client is expected to provide valid answers to any 5 of these questions, otherwise it will be deemed that identity cannot be confirmed. Where customer does not provide satisfactory answer, request will be declined





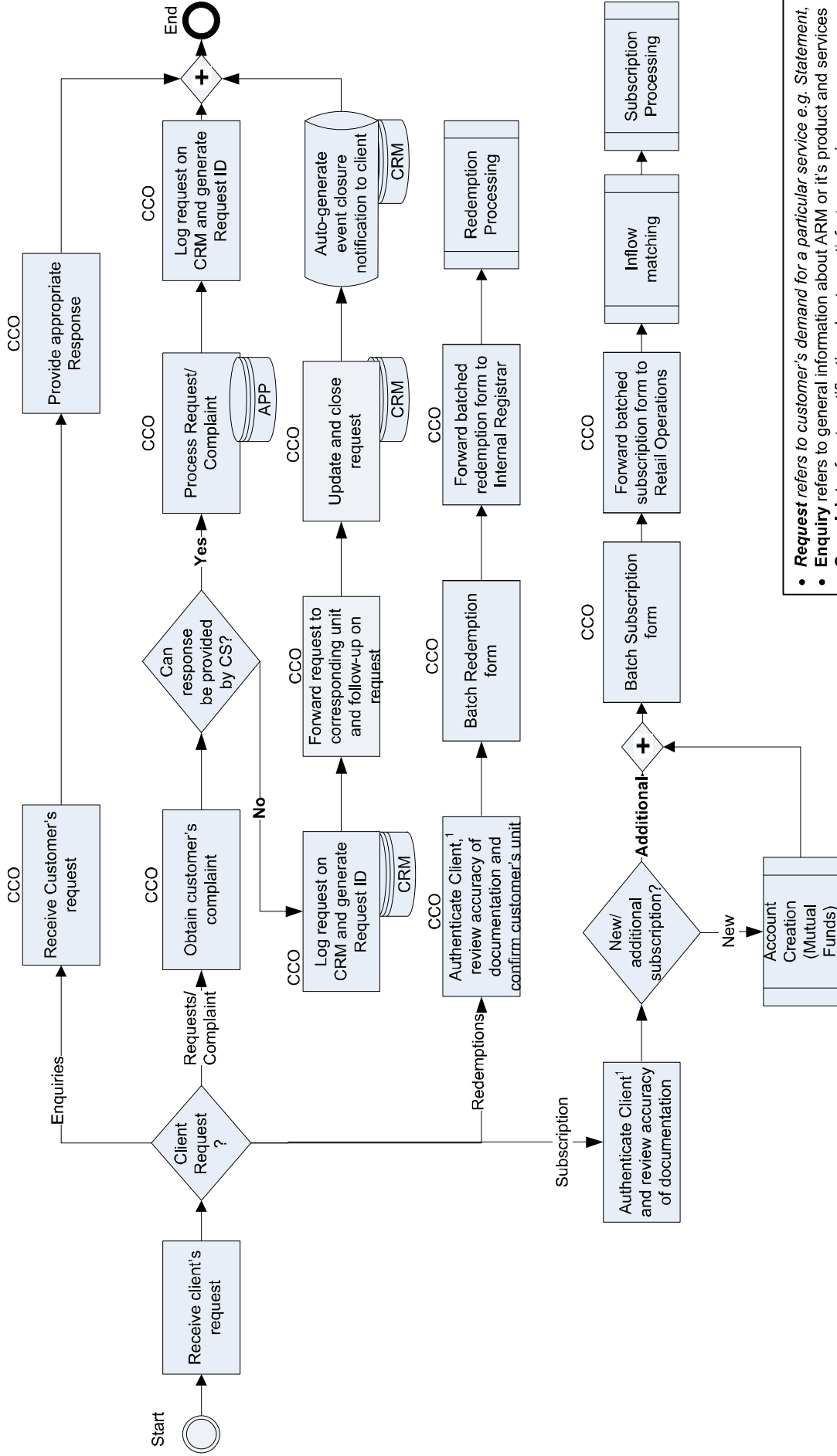
Section: Customer Experience Management

Walk In Customer

This deals with the process of managing all incoming requests, complains or enquiries for walk in customers

* Request forms should be batched and forwarded as follows:

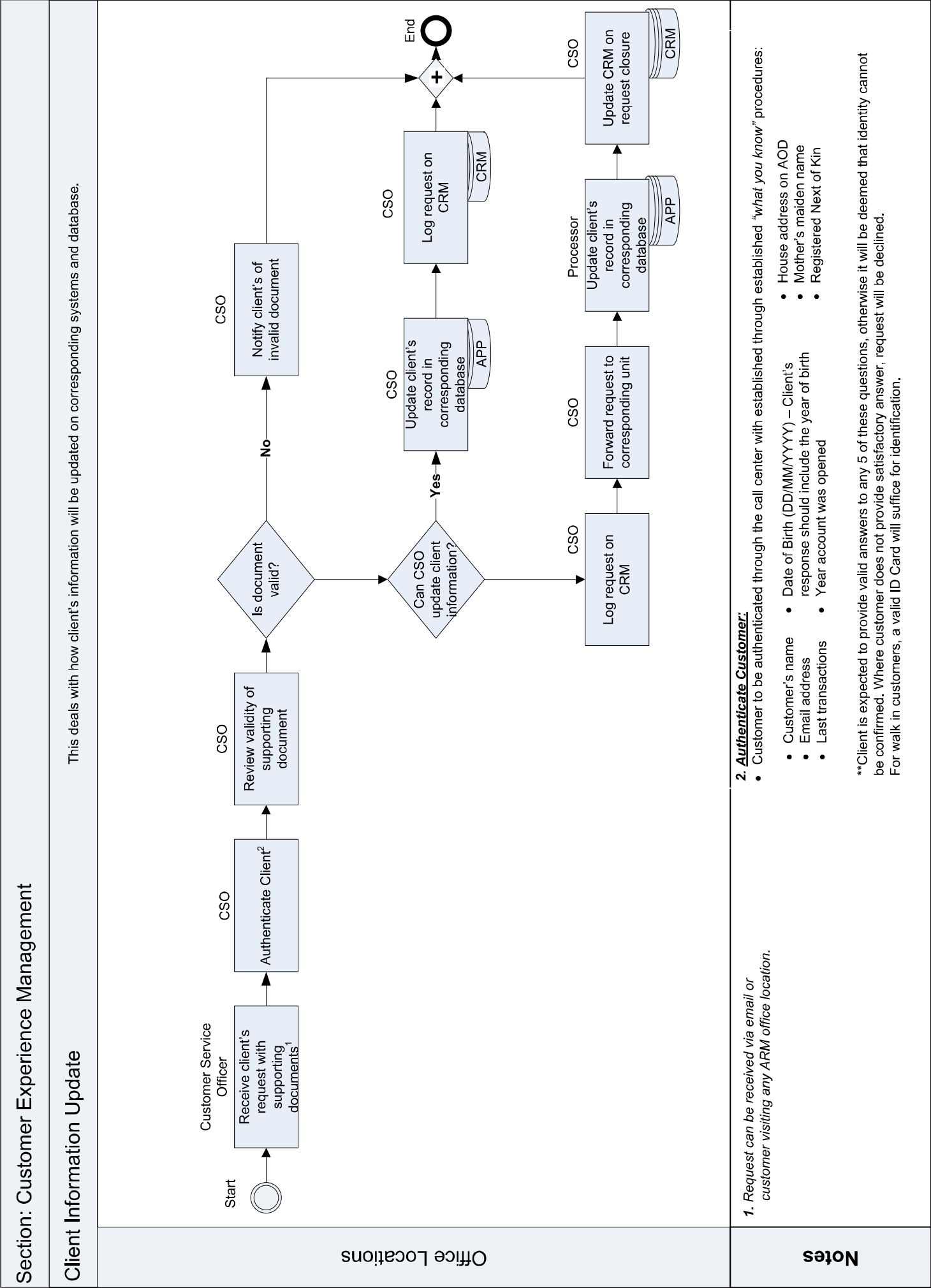
- 7:30am-11am
- 11am – 3pm
- 3pm -5pm

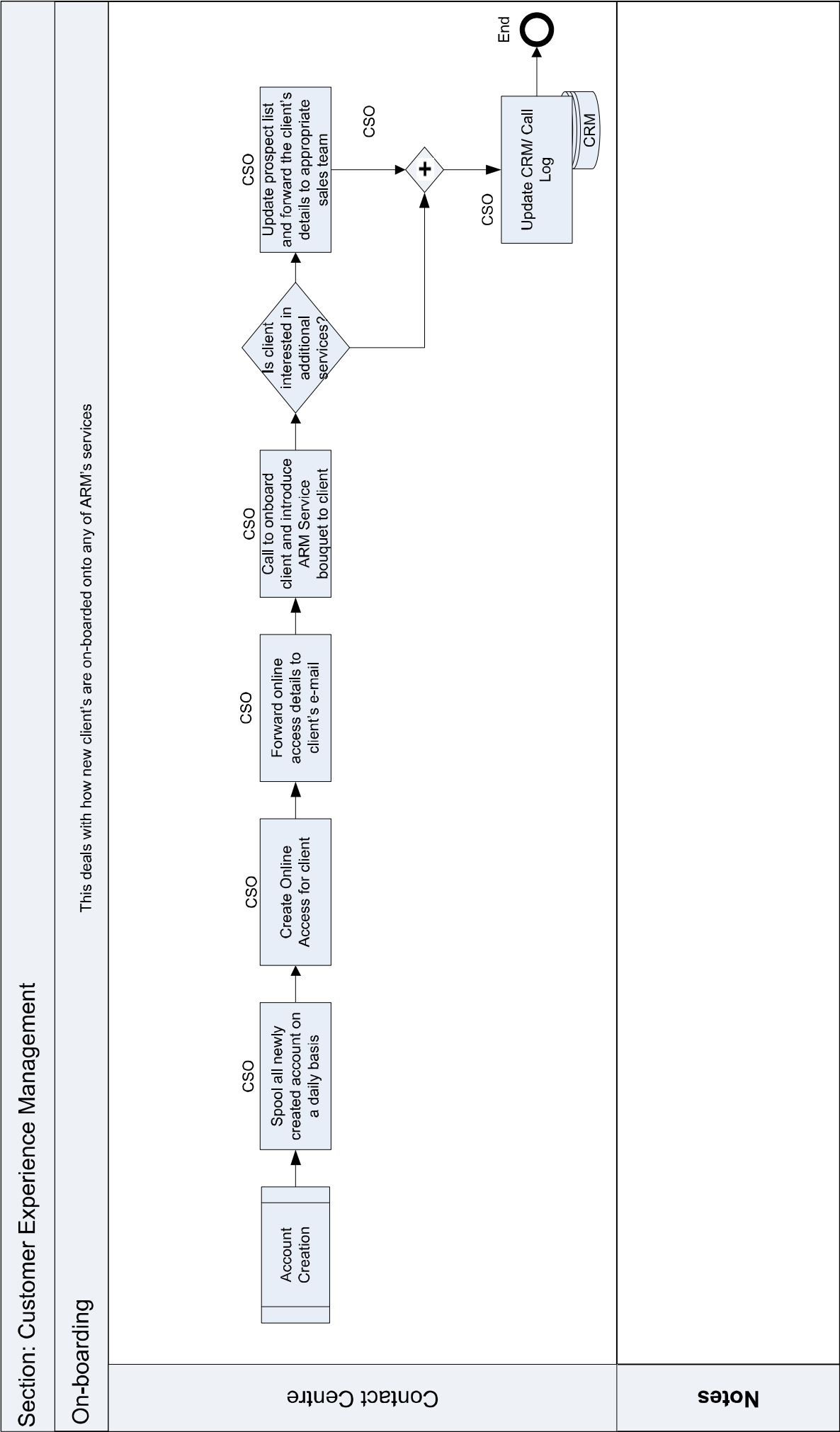


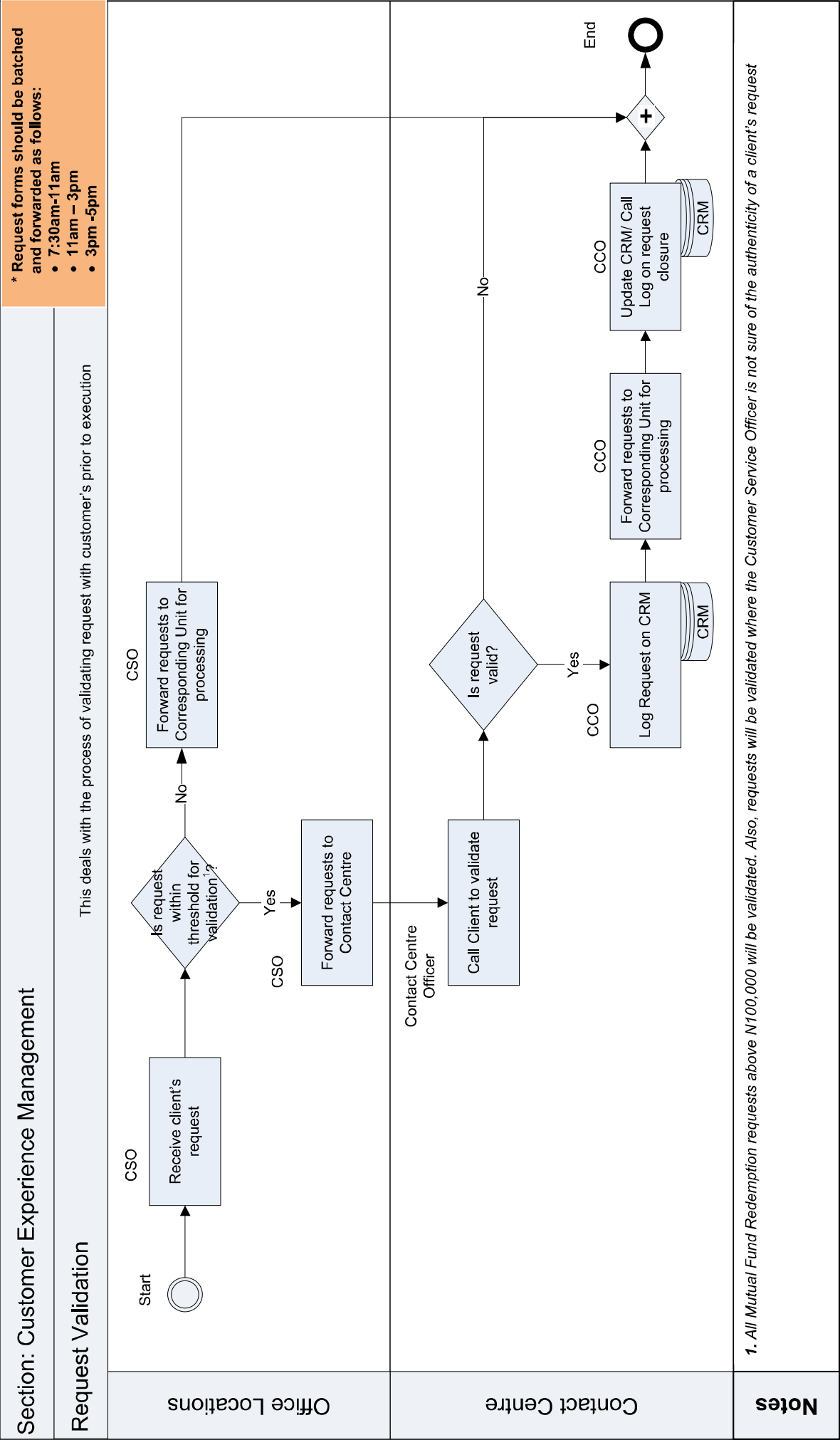
- **Request** refers to customer's demand for a particular service e.g. Statement,
- **Enquiry** refers to general information about ARM or it's product and services
- **Complaint** refers to notification about unsatisfactory service

1. For walk in customers, a valid ID Card will suffice for identification.

Notes







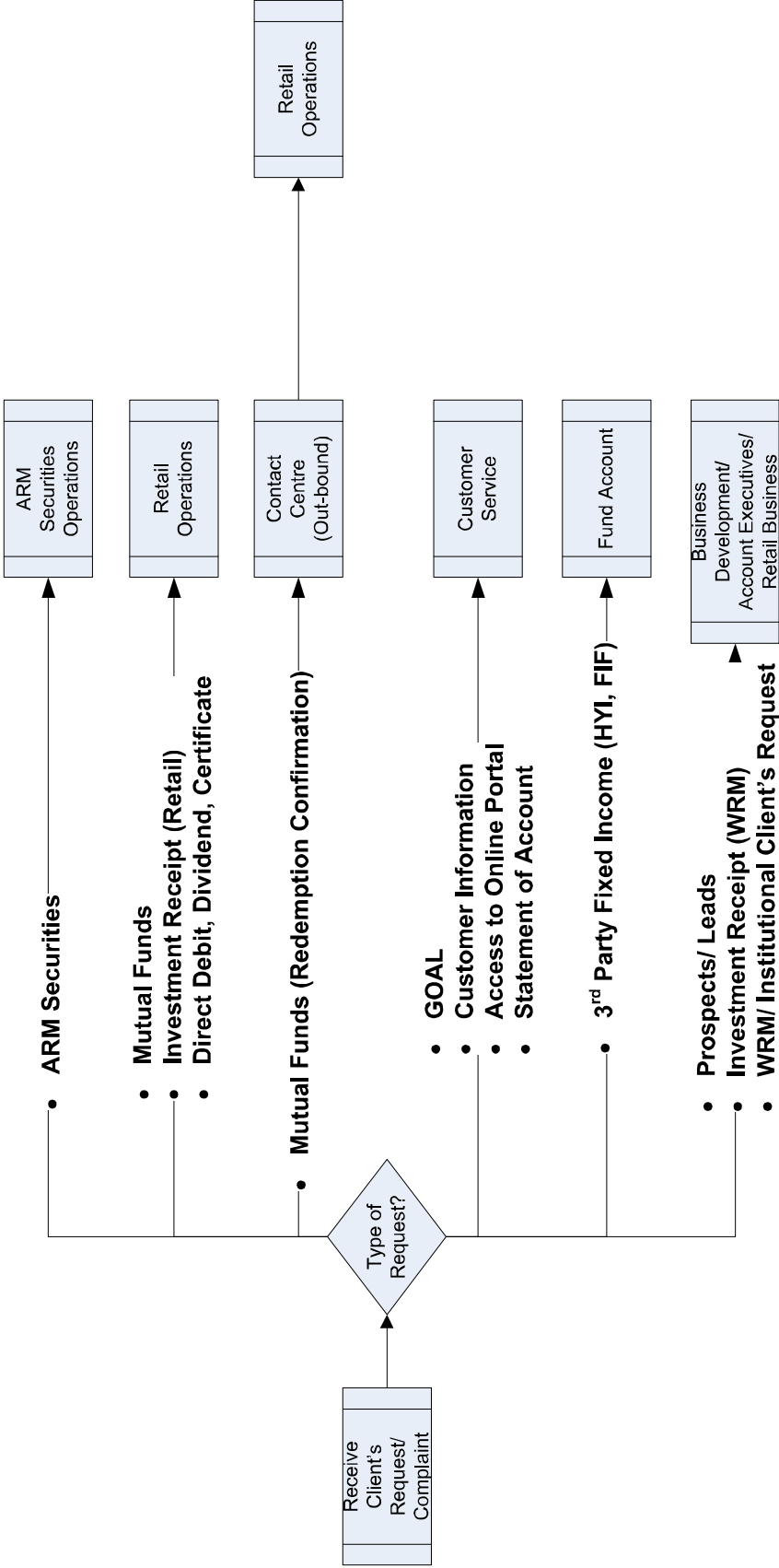
Section: Customer Experience Management

Contact Centre Process: Request/ Complaint Categorisation – ARM Investments

* Request forms should be batched and forwarded as follows:

- 7:30am-11am
- 11am – 3pm
- 3pm -5pm

Contact Centre



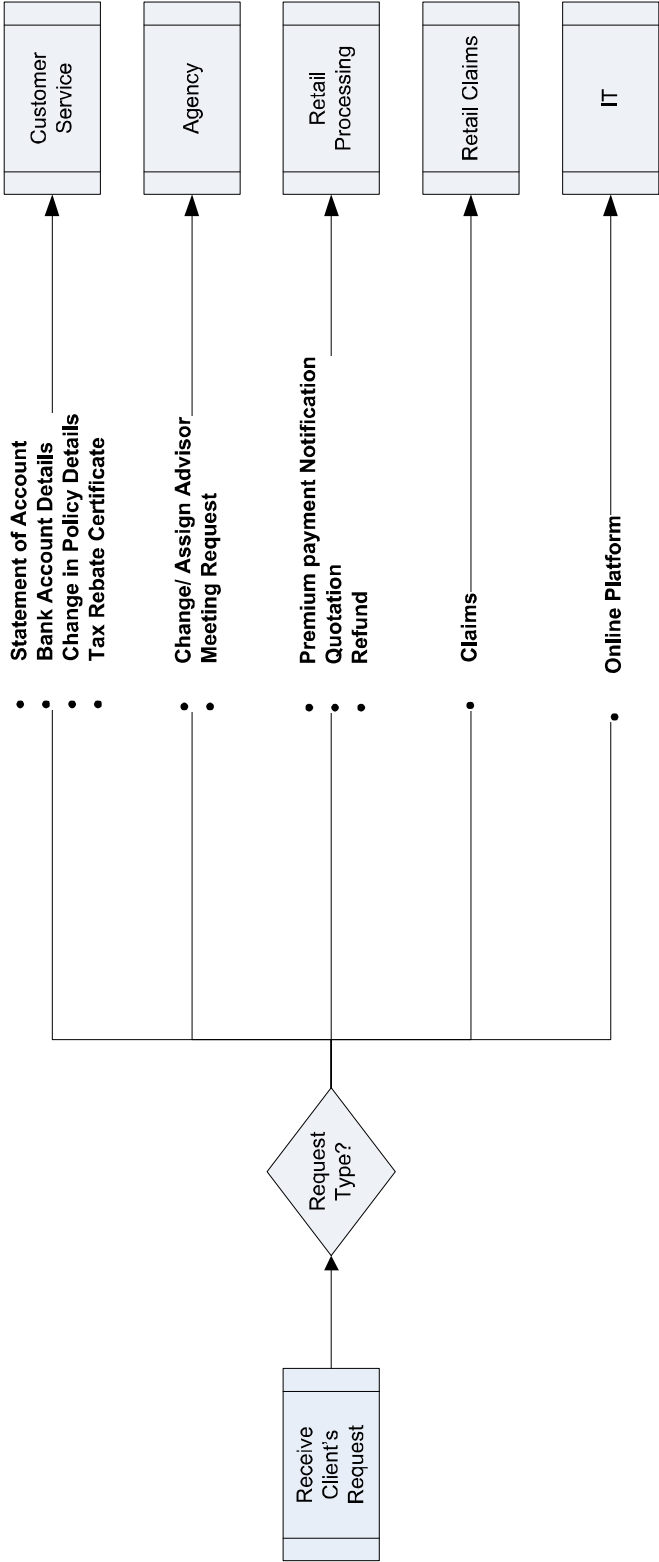
Section: Customer Experience Management

Request Categorisation – ARM Life

* Request forms should be batched and forwarded as follows:

- 7:30am-11am
- 11am – 3pm
- 3pm -5pm

Contact Centre

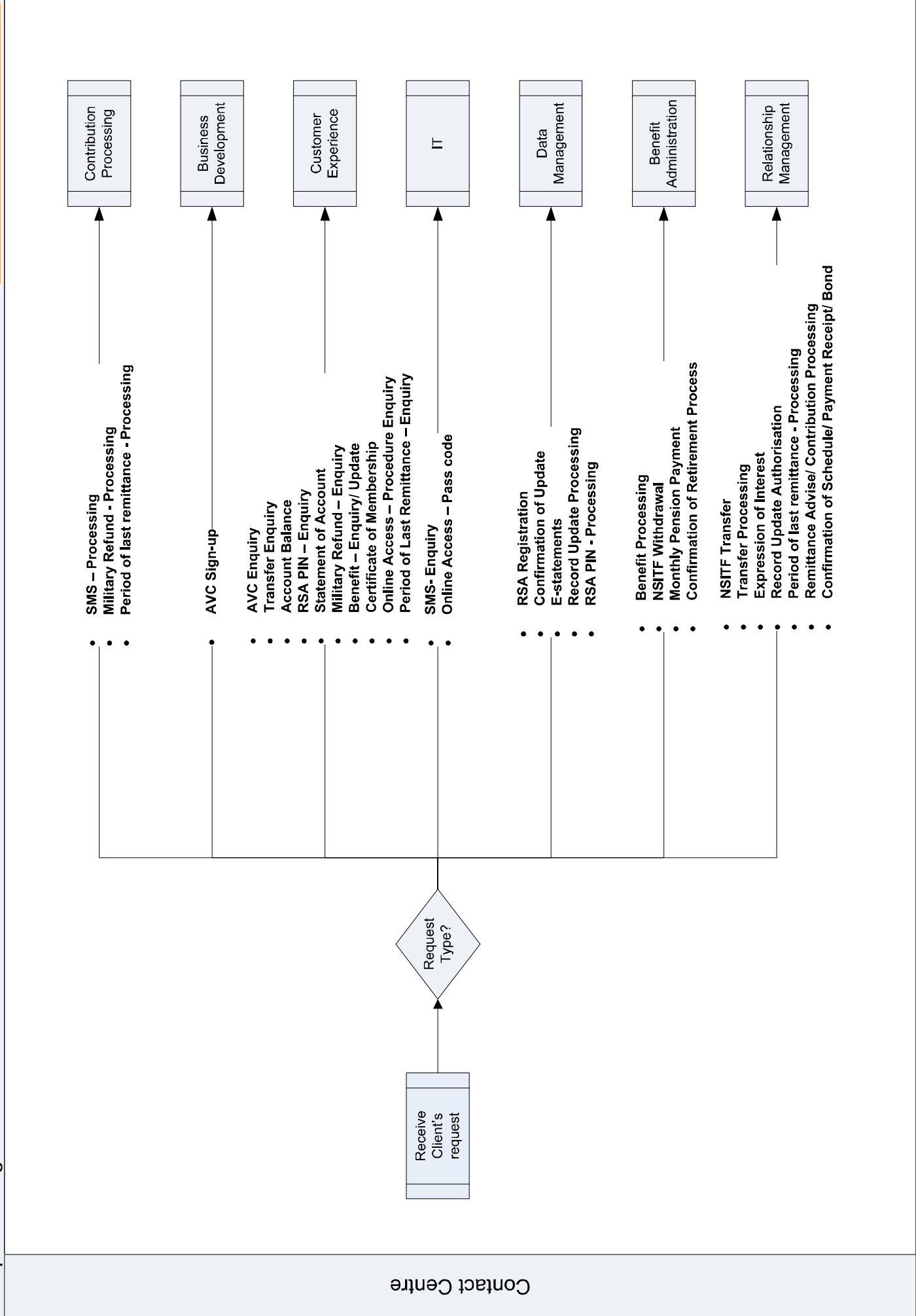


Section: Customer Experience Management

Request Categorisation – ARM Pensions

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- 3pm -5pm

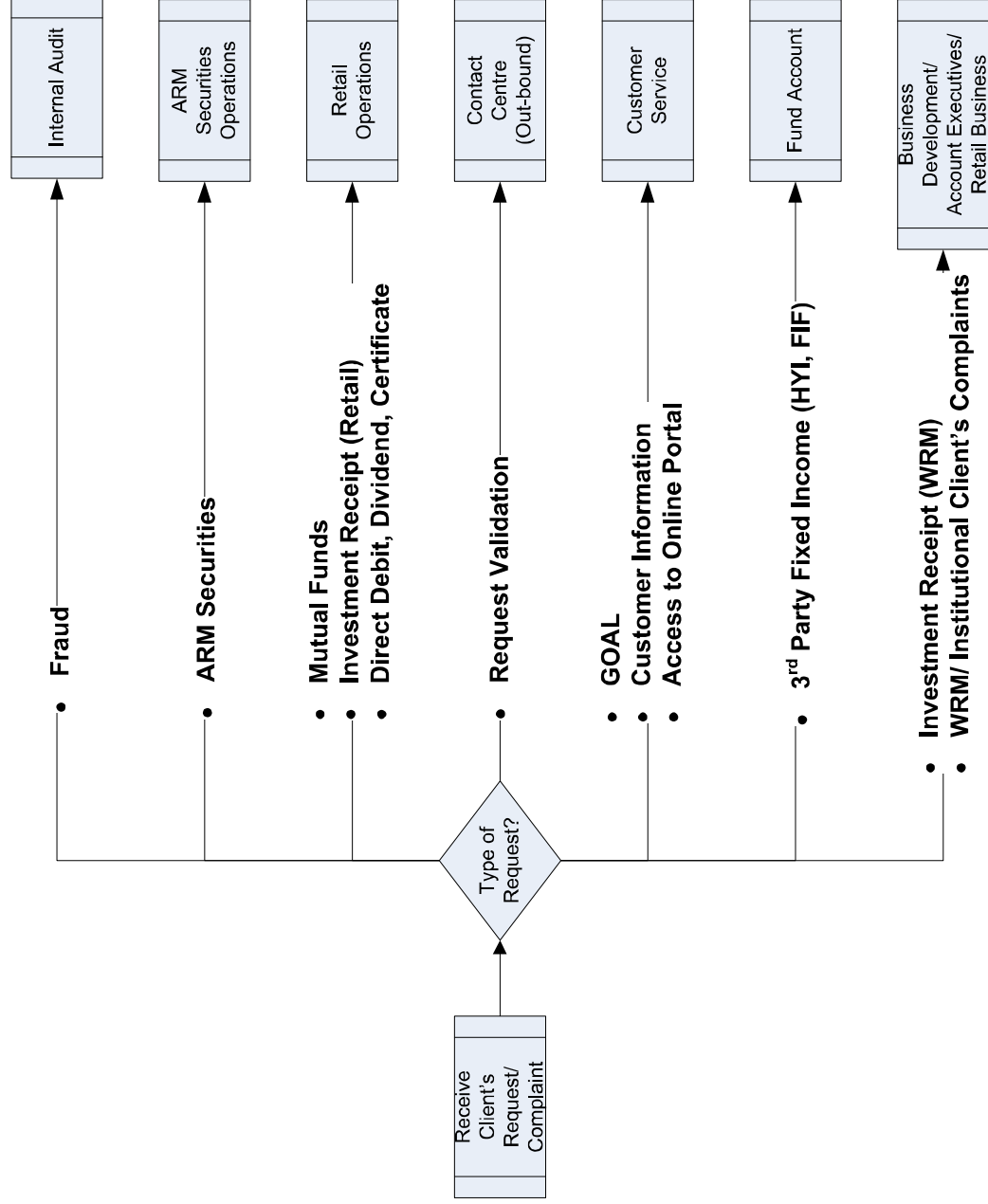


Section: Customer Experience Management

Contact Centre Process: Request/ Complaint Categorisation – ARM Investments

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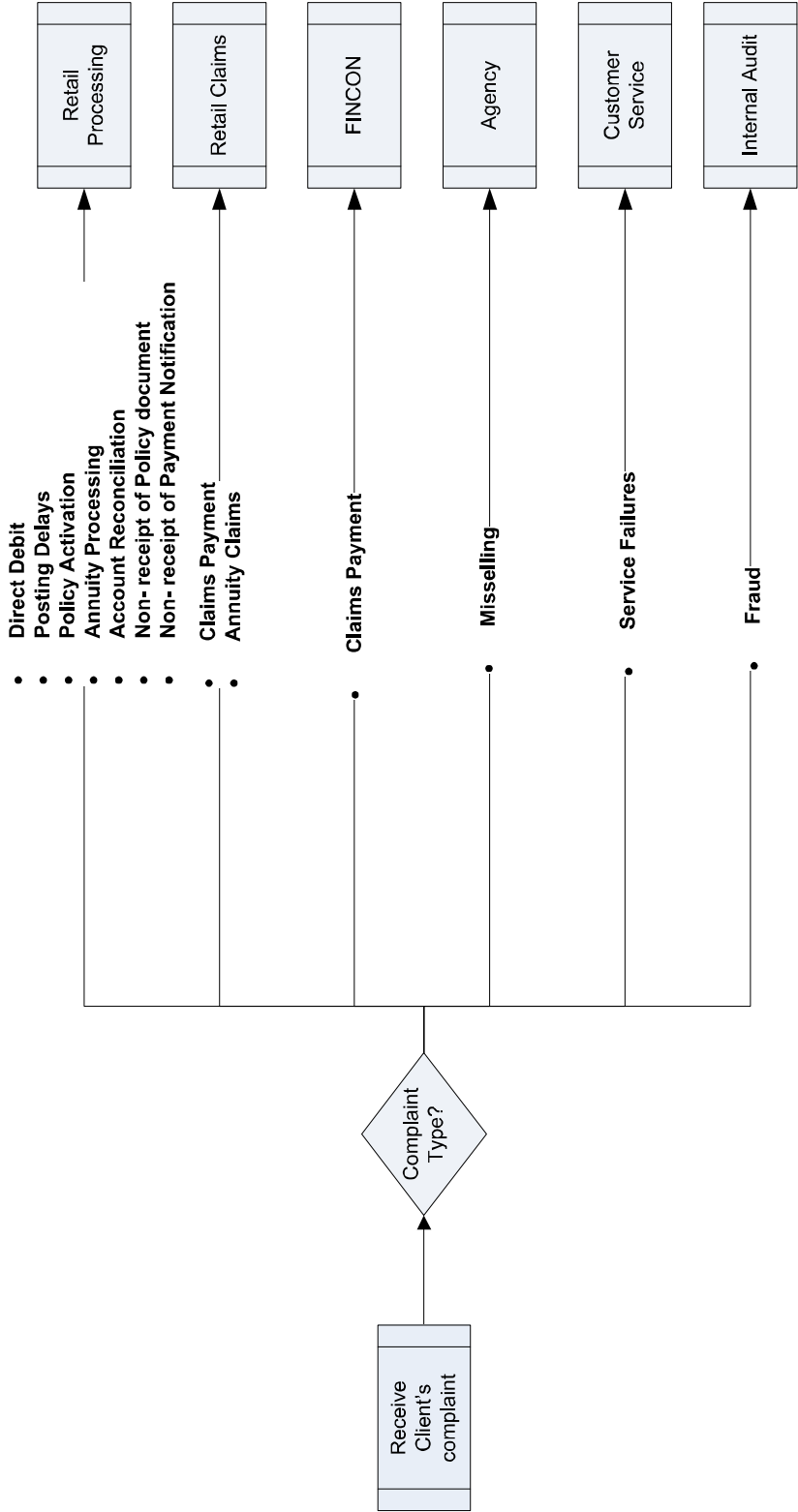


Contact Centre

* Request forms should be batched and forwarded as follows:

- 7:30am-11am
- 11am – 3pm
- 3pm -5pm

Contact Centre



Section: Customer Experience Management

Complaint Categorisation – ARM Pensions

* Request forms should be batched and forwarded as follows:

- 7:30am-11am
- 11am – 3pm
- 3pm -5pm

