

17 June, 2016



Media Release

OPTIMUM RECOVERIES PTY LTD SCORES 97.56% FOR CUSTOMER SATISFACTION

The judging process for the 2016 Australian Achiever Awards for Australia's Finance & Insurance Services category was completed on 16th June.

Optimum Recoveries Pty Ltd scored 97.56% which means they are the 2016 Queensland State Winner for this category.

Now into its nineteenth year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers - an indication of a well run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on seven criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication and Overall Perception. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses who have achieved over the last five years can be viewed at www.achiever.com.au

Some of the comments Australian Achiever received from Optimum Recoveries Pty Ltd clients are:

We have used their services for just under two years and think they are absolutely fantastic. Amongst many things they do for us are their extremely good recommendations as well as always being on time - often early - to meetings. For our sized business, they are perfect.

We only use them for one of their wide range of services and that is their Recoveries which they do fantastically well. Although we all know that every business has room for improvement, we have never been disappointed by Optimum Recoveries.

They are very pleasant to deal with and are always very courteous and always on top of things. They always explain the situation very clearly while always being helpful with their advice, which is always unbiased. They have been working long enough on our behalf to know what works best for us and are always looking to do things in a more effective way because they come up with new ways of doing things - they are very proactive.

ENDS: For verification of this report, please call
Geoff Harwood, Director, Australian Achiever, 1800 638 318.