

MEDIA RELEASE
30 September 2019



High accolade for leader of LGIAsuper's Contact Centre

LGIAsuper's Head of Contact Centre Malcolm Angell has been awarded a prestigious life membership by the Auscontact Association, the peak body for Australia's customer contact industry.

The national award is the highest honour given by the association and Mr Angell's membership is one of only 14 bestowed on members in its 30-year history.

LGIAsuper Chief Operating Officer Eleanor Noonan said Mr Angell was a recent hire at LGIAsuper, joining the team with more than two decades' experience in the call centre and customer service sectors.

"Our Contact Centre is the first touchpoint for many of our current and prospective members, so it is critical that our customer service staff are well-trained, knowledgeable and convey a friendly voice at the end of the phone," Ms Noonan said.

"Malcolm has a breadth of experience establishing and managing call centres for local Queensland councils, educational institutions and other super funds, and it is a real coup to have secured him to lead our contact centre.

"His role is central to making sure our contact centre is high-performing, sustainable in the long term and delivers an exceptional member experience."

Mr Angell said he was delighted to be recognised by his industry peers through the life membership and had hit the ground running applying his skills at LGIAsuper's Contact Centre.

"There are many different elements to my role, but my overall goal is to go the extra mile for our members and ensure that they have an excellent experience every time they contact us," Mr Angell said.

"Our team understands that making decisions around superannuation is very personal and can be challenging which is why we aim to listen and respond with the best information for each individual."

Mr Angell's previous experience includes being a founding team leader at the Brisbane City Council contact centre, Call Centre Manager at Suncorp and CitiStreet Australia, and Manager of Customer Contact at the Toowoomba Regional Council and City of Gold Coast.

At AusContact, Malcolm has served as a national board director for 11 years, as both Chair and Deputy Chair during this time. His life membership with the organisation adds to a raft of more than ten national and state awards achieved throughout his career.

LGIAsuper's Contact Centre is available to help with any questions you may have about your super. To contact our friendly and knowledgeable team, please call 1800 444 396.

- ENDS -

Media contact:

Nicola Rodrigues, Cole Lawson

P: 0433 445 996

E: Nicola.rodrigues@colelawson.com.au

About LGIAsuper

LGIAsuper is a Queensland-based super fund that has provided trusted and reliable investment, advice and insurance solutions for more than 50 years. It looks after nearly \$13 billion in retirement savings for around 80,000 members. The fund understands the needs of its members and their local communities because they listen and care. For more information on LGIAsuper, call 1800 444 396 or visit www.lgiasuper.com.au.