

# WORLD-CLASS CAPABILITIES

July 2021

Glacier strives to offer our financial intermediaries and business partners world-class service, leading-edge technology and superior solutions. We know that in today's fast-paced world, there just isn't time for everything. By partnering with us, and making use of our time-saving offerings, you'll free up time to do what you do best – serving and advising your clients.

Here's a snapshot of what you can expect when dealing with our Communication Centre and Administration teams:

## Communication Centre

- Emails are answered within four hours.
  - In 2021, the response time for enquiry emails averaged 3.5 hours. This is consistent across the nearly 40 000 emails received by the enquiries queue in the first half of 2021. Over 600 compliments were received by the email team during this time.
  - During this period, a total of 70 000 emails were received by the communication centre.
- Our email consultants work in shifts that adapt to our clients' work hours, with the first shift starting at 06:00.
- Our call centre team handles an average of 700 calls a day.
- Phone calls are answered, on average, within nine seconds.
- Our Communication Centre is staffed with skilled people, and our niche consultants each have an average of 12 years' experience at Glacier.

## Administration

- An average of 1 500 transactions get processed daily.
- There is a 97% accuracy rate across all processing.
- The administration management team boasts 125 years' combined experience.
- More than 145 000 new instructions were received during the first five months of the year – an average of more than 29 000 per month.
- More than 260 000 servicing events (this includes new instructions and requirements) were handled during the first five months of the year – this is an average of more than 52 000 per month.

Please contact your Glacier representative if you have any queries or suggestions.