

CARCHEX Wins Bronze Stevie® Award for Sales and Customer Service

Company recognized in Customer Service Department of the Year category

HUNT VALLEY, Md. ([PRWEB](#)) March 24, 2016 -- [CARCHEX](#), the industry-leading provider of direct-to-consumer Vehicle Protection Plans, was presented with a Bronze Stevie® Award in the Customer Service Department of the Year category. The Stevie Awards for Sales and Customer Service are the world's top awards in sales, business development, contact center, and customer service.

CARCHEX was awarded the distinction for their new customer service department training program. The program helped to reduce customer hold times and call transfers, increased on-call resolutions and improved overall customer satisfaction. The sales department is credited with helping CARCHEX maintain an A+ rating with the Better Business Bureau, industry-low complaints and five-star rating on consumer review sites. Even with rapid departmental growth, customer service and customer satisfaction has improved with the implementation of quality review processes and scorecards.

“We’re honored to be recognized by the Stevie® Awards as a Customer Service Department of the Year,” said CARCHEX CEO Jason Goldsmith. “We pride ourselves on our commitment to customer service and are constantly looking to improve the customer experience. We’re proud of our customer service department and glad to see them honored for their commitment to our customers.”

Winners were announced at the tenth annual [Stevie Awards for Sales & Customer Service awards](#) ceremony in Las Vegas.

“Entries to the Stevie Awards for Sales and Customer Service continue to grow every year, further validating the essential roles that business development, customer service, and sales play in business success,” said Michael Gallagher, president and founder of the Stevie® Awards. “The widespread support of this program made the 2016 competition that much more intense among finalists. The judges were deeply impressed by the winner’s accomplishments and we congratulate all of the winners on their commitment to excellence and innovation.”

Details about the Stevie Awards for Sales and Customer Service and the list of Stevie winners in all categories are available at www.StevieAwards.com/sales.

About CARCHEX

CARCHEX is the industry-leading provider of direct-to-consumer Vehicle Protection Plans. Protecting automotive consumers for more than 16 years and providing exceptional customer service has translated into an A+ Rating with the Better Business Bureau. For more information about CARCHEXCare Vehicle Protection Plans, visit www.CARCHEX.com.



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