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MY HOME MOVE CELEBRATES CASE HANDLER SUCCESS

Customer satisfaction comes first for staff at My Home Move

My Home Move, one of the largest providers of conveyancing services in England and Wales, has announced the winner of its final summer competition to gain sought-after backstage passes for this year's Leeds festival. My Home Move case handler, Hayley Blockley, won the tickets for her outstanding commitment to providing a fast and efficient service. Team members such as Hayley have been instrumental in helping My Home Move to achieve its excellent customer satisfaction levels. A massive 96% of Hayley's customers would be happy to recommend her and My Home Move to friends and family.

The Leeds competition formed the final phase of My Home Move's summer of festival fever, which included a selection of its recommenders winning tickets to two of the most prestigious festivals in the UK. The company felt it was only fitting to round off the season by treating some of the people that make it all happen at My Home Move, the case handlers.

Competition winner Hayley has been a case handler for four years. With strong family ties to the industry, her sister Lucy also works as a case handler, while her uncle is the New Business Development Manager. Hayley's outstanding achievement over the past six months has led her to be the proud winner of two exclusive backstage passes for the famous Leeds Festival.

Hayley is a fantastic example of the My Home Move business model in practice. She consistently converts 40% of her pipeline and 96% of her initial care calls are made within target. In addition to this My Home Move regularly monitors the customer

care provided by its case handlers. With such a high proportion of Hayley's customers happy to recommend her and My Home Move, this truly demonstrates that speed can go hand in hand with customer satisfaction.

Hayley says, "I really enjoy working at My Home Move and it's great to be part of a company that recognises and rewards its employees. It really helps having such a sound technological infrastructure, which speeds up the conveyancing process at every stage. The festival was a great experience, and I still can't believe I won the tickets, and it was sunny!"

Kevin Smith, Operations Director at My Home Move, comments: "Hayley is one of our real success stories. She is a great example of our business at its best and really deserved to win the tickets. Efficient service and customer satisfaction are top priorities for us so it is extremely rewarding that the feedback from our clients is consistently so positive. Staff members like Hayley are the ones that make it happen and we are very grateful for all their hard work."

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About My Home Move

My Home Move is one of the largest independent providers of conveyancing services in England and Wales. Specialising in the residential sector, the company offers straightforward solutions to conveyancing and re-mortgaging. Its use of advanced technology ensures that the process of moving is managed accurately and at an affordable cost. Above all, the company is dedicated to providing a superior level of service, which is based upon speed and professionalism. For more information visit www.myhomemove.com

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