

Earning Trust One Call at a Time

Client Services Representatives are the voice of CPG when members call. TraceyAnn Harvey, Senior Vice President, Client Services, is determined that her team maintain as much operational agility working in a remote environment as they do when in our offices.

Our Client Services Representatives are trained to educate our clients on our various products and services. However, one critical aspect of the job is ensuring that they learn how to manage the expectation and fears of our clients. Our Client Services Representatives are highly skilled and are fully capable of handling most, if not all, client situations. Prior to the COVID pandemic, CPG always monitored its interactions with our clients through our client experience surveys.

We have been pleasantly surprised that these survey scores have remained consistently high, and this is an indication of how well we continue to serve our clients in spite of the disruption that this pandemic has caused. We encourage our clients to continue to engage with us. We love hearing from you, and it's important to remember that we're in this together. God Bless.