

# Case Studies 1 - 4



**“opportunity to push yourself and continue to develop”**

**Charlotte Corps**  
Internal Call and File Auditor

**My journey so far:**

I first joined NCI in 2012, I had no real plan of what I wanted to do as a career and in all honesty I thought it would be a good job until I figured out what I really wanted to do. It wasn't long before I realised I wanted to stay at NCI and continue to build my knowledge through various departments.

I first started as a junior administrator, which involved ensuring documentation was franked and issued, opening the post and contacting clients regarding areas and any missing information from their policy. After a year a decided I was ready for a new challenge and the opportunity to move over to the customer service team arose. This involved taking in bound calls from clients and dealing with a wide range of queries such as cancelations, taking payments, midterm adjustments and much more. I was able to work my way up the Customer Service Team and became a senior dealing with the more complex calls.

During my time in the Customer Service Team, the opportunity to study for a qualification came up which I have now completed. This was great and really helped me to build on skills I already had. In August 2015 a job role in head office was advertised, this was for an Internal File and Call Auditor. I decided to apply and went through several interviews and due to the experience I had gained, was successful in the promotion and have continued to develop my skills.

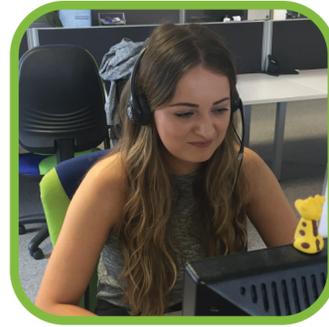
I am really proud of what I have achieved so far in my career at NCI and am genuinely excited to see what else is to come.

**What makes me stay at NCI?**

I think the reason I have stayed at NCI for 4 years is the fact there is always opportunity to push yourself and continue to develop, this is the reason I hope to stay here for many more years.

**What would you tell an applicant who is applying to NCI?**

NCI is a company that offers opportunity for you to excel and grow within the company. NCI continues to grow in more ways than one, which allows employees to do the same



**“NCI will always have new opportunities available”**

**Lucinda McClelland**  
Customer Service Supervisor

**My journey so far:**

I joined NCI in April 2011 as a 16 year old office junior. This was my first ever job and being so young in an adult environment, was unsure how I would fit in.

My role started by manually processing card payments for breakdown policies, collating letters together and organising the post. I was then able to join the newly created admin team which involved processing customer documents, cancellations and change requests.

I worked my way up the team to be a point of referral and helped train new starters to the team. In December 2014 I was able to transfer to the Customer Service Team to apply my knowledge and skills to that role. I enjoy to be challenged and enjoy not only speaking to customers over the phone, but also being able to effectively resolve unhappy customers on the phone.

Another part of my role is to deal with live chat on the company website. This involves helping customers with website navigation to resending documents. I also deal with both our review sites and twitter, where I am required to respond to both positive and negative reviews and is something I really enjoy doing, as I understand the importance to the business. I also provide training and support to new team members to help them progress and develop within their role.

NCI has been a good learning curve for me and I wouldn't have thought I would have gained so much industry knowledge and experience.

**What makes me stay at NCI?**

I enjoy my role and the feel that NCI always have new opportunities available.

**What would you tell an applicant who is applying to NCI?**

As long as you give 100% to your role, NCI will do the same in looking after you.



**“NCI gives back what you put in”**

**Rachael Matthewman**  
Complaints and Senior Pet Claims Handler

**My journey so far:**

I joined NCI in October 2011 following university. Initially, I only intended to stay until I found a job which would use my degree; however my role quickly developed and made use of my transferrable skills I developed whilst at university.

I started as a claims handler, dealing mainly with assisting people who had broken down, but also taking motor and pet claims calls. As the claim volumes for the new pet insurance product began increasing, I assisted in assessing pet claims. I also dealt with all complaints for the claims department along with helping to train new members of the team.

Currently, I am a Senior Pet Claims Handler, which involves both assessing and auditing claims, along with maintaining an overview of all claims complaints. Through my role I have been involved in many projects, including assisting with the migration of the AXA book of cover and the change in underwriters to Aviva and QIC; this is in addition to being on the Charity Committee, organising monthly fundraising events. No two days are ever the same meaning that the job remains interesting and the company is always moving forwards.

**What makes me stay at NCI?**

There is a very friendly and supportive atmosphere at NCI; not just between the front line staff, but all the way up through the team leaders, managers and directors. This community feeling, along with the fact that nothing stays the same, make NCI a great and interesting place to work.

**What would I tell an applicant who is applying to NCI?**

NCI gives back what you put in. If you are willing to work for it, there are many opportunities to help the company grow and develop and in turn for you to do the same. There are clear career progression routes and the company is very supportive of its staff.



**“NCI is a great company which rewards hard work”**

**Freddie Kingham**  
Account Manager

**My journey so far:**

I joined NCI in February 2013, having worked for a retail company for 5 years as an area manager and was seeking a new challenge. My starting role at NCI was Sales Advisor, I enjoyed my time in the sales team right from the start and was given the opportunity to progress within the team taking on new responsibilities such as training new team members.

Towards the end of 2013 I was asked to act as Account Executive for one of NCI's key accounts, Vets4Pets. This involved being out on the road visiting veterinary practices and ensuring smooth running of the account. During my time in this I worked closely with the board of directors in preparing a presentation for the insurance committee at Vets4Pets. It was great to work alongside the directors on a task that would have a big impact on the business.

In June 2014 I decided to take an extended break from working life to see some of the world and was ensured that there would be a position for me at NCI on my return. I returned from this break in January 2015 and came straight back to the sales team at NCI. In October 2015 I was promoted to Commercial Account Manager, a role that I had expressed my desire to work in, the role enables me to seek and develop new income streams for the business.

**What makes me stay at NCI?**

I enjoy working with people at all levels within the business, there are also clear opportunities to further my career which the company fully supports.

**What would you tell an applicant who is applying to NCI?**

NCI is great company which rewards hard work, opportunities are always developing with emphasis on progressing existing employees.

