



2015

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# CIRCLE OF EXCELLENCE AWARDS

Recognition and Adventure in the Canadian Rockies

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Banff Springs Hotel | Banff, Alberta | June 18-21, 2015

The Circle of Excellence program honors excellence in customer Sales, Service, and Claims across Personal Insurance. It is leadership's chance to recognize our top-performing colleagues for fulfilling our Common Purpose—we *deliver our customers peace of mind every day by helping them protect what they value most.*

These professionals consistently provide Liberty Mutual customers with outstanding service and expert advice. They fulfill the promise we make to our customers when they choose Liberty Mutual as their insurer.

The 2015 Circle of Excellence Awards will take place at the breathtaking Banff Springs Hotel in Alberta, Canada. Our deserving winners and their guests will enjoy an incredible celebration at this unique and historic property.

This e-brochure addresses the Circle of Excellence selection standards and performance criteria, so you know what's required to join this prestigious group of professionals.



**TIM SWEENEY**

*President, Personal Insurance*



*Good luck to everyone ... and thank you for delivering our customers peace of mind every day!*







## CIRCLE OF EXCELLENCE

The Circle of Excellence is a formal recognition program designed to honor the top performers from Personal Insurance across our Service, Claims, and Distribution channels.

It acknowledges the tremendous dedication of our service and sales professionals to implement our Quality Standards in support of our Common Purpose. This unparalleled customer service is the hallmark of Liberty Mutual's successful growth over the past decade.

Thanks to the efforts of our distinguished Circle of Excellence honorees, we are able to deliver our customers peace of mind every day by helping them protect what they value most.



*Built in 1888, the Banff Springs Hotel is a luxurious respite overlooking the Canadian Rocky Mountains.*



RECOGNITION CELEBRATION

The recognition celebration for our 2014 Circle of Excellence winners will take place in June 2015 at the historic Banff Springs Hotel in Alberta, Canada, where you will be treated to an unforgettable experience. Built in 1888, this historic hotel stands as a landmark in the picturesque alpine town of Banff, Alberta. Referred to as Canada’s “Castle in the Rockies,” it has been providing legendary hospitality to guests for more than 125 years.

As our guests of honor, all winners will be recognized by the senior leadership team of Personal Insurance. In addition, each winner will have the pleasure of inviting one guest to join in the celebration, all expenses paid.\*

Whether you’re striving for your first appearance or trying to become a repeat winner, once you qualify and attend the Circle of Excellence, you’ll be hooked. As a reminder, all first-time winners will receive the Circle of Excellence ring. Special awards are also presented to 5-, 10-, 15-, and 20-time Circle of Excellence winners.

\*Please note: Employees who earn an invitation to any recognition trip may not invite another eligible employee to accompany them as their guest. Exceptions to this rule will be made only for spouses or domestic partners.

BANFF SPRINGS HOTEL

Calgary, Alberta



CLICK HERE

to view a video with details of our 2015 event!



A large indoor swimming pool with a glass roof and stone pillars. The pool is surrounded by a walkway with railings. The water is clear blue, and the floor has a geometric tile pattern. The ceiling is made of glass panels supported by a metal frame. Two large stone pillars support the ceiling. There are potted plants on the walkway.

## SELECTION STANDARDS

The following selection standards apply to all Liberty Mutual and Safeco employees:

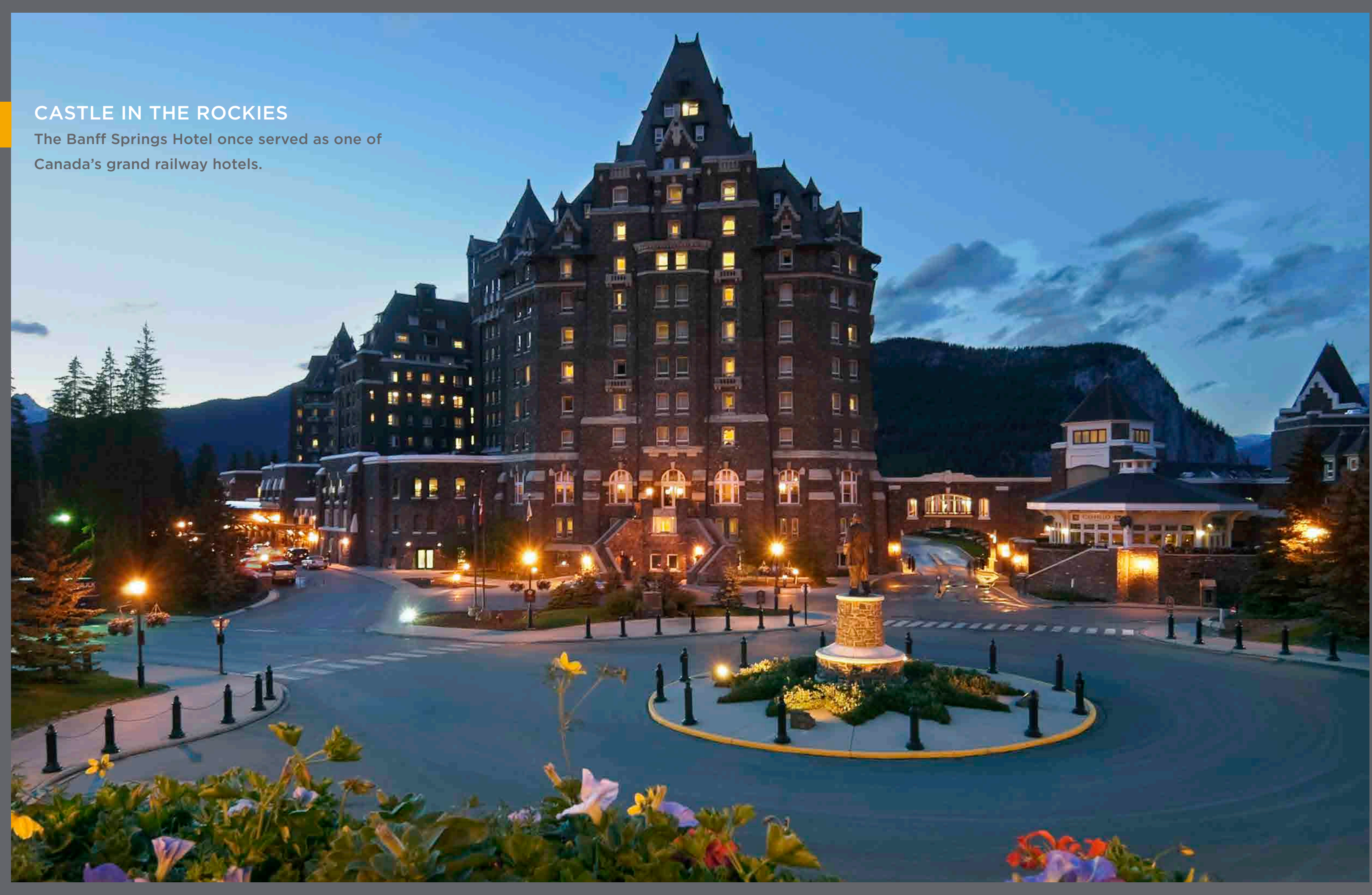
- Must be employed by Liberty Mutual or Safeco at the time of the award
- Must have been in job family for the entire performance year being measured, with a minimum of 25 hours per week
- Must have an acceptable attendance record (unscheduled flexible time off and tardiness)
- Must have the recommendation of an immediate supervisor/manager
- Must have an excellent reputation within your department
- Must meet additional subjective and objective criteria

In all cases, management teams will review candidates' metrics and letters of recommendation to make final selections.



## CASTLE IN THE ROCKIES

The Banff Springs Hotel once served as one of Canada's grand railway hotels.





## LIFE

### *Eligibility Requirements*

Circle of Excellence winners in Life must achieve top scores on key service level measures that impact our customer's experiences, such as processing accuracy, call quality, and turnaround times. Other criteria include top performance against specific OSPE goals and leadership qualities (e.g., being a mentor to others on the team and/or helping improve department procedures). Candidates must also demonstrate capabilities and behaviors as described in the capability framework.

#### **Requirements for Claims Examiners:**

- Processing Quality exceeds 96%
- Call Quality scores of 92 or higher
- Processing Turnaround exceeds 96%

#### **Requirements for Call Center Representatives:**

- Minimum Customer Satisfaction score of 8
- First Call Resolution of 80% or higher
- Call Quality scores of 92 or higher

#### **Requirements for Customer Service Center Representatives (*non-call center*):**

- Processing Quality exceeds 97%
- Productivity scores exceed 45
- Efficiency scores exceed 13







PERSONAL INSURANCE CLAIMS

Eligibility Requirements

Circle of Excellence winners in Personal Insurance Claims must achieve the following:

- Meet or exceed all OSPE objectives for productivity, teamwork, and service delivery
- Earn CSAT and LTR scores at or above countrywide goals
  - Achieve minimum CSAT score of 4.1
  - Achieve minimum LTR score of 81%
- Be in good standing regarding all aspects of job performance and behavior



		
APD	CCR – Front End	Inside Auto Adjuster
	CCR – Total Loss	Total Loss Rep - NAC
	Appraiser – Inside & Field	Field Examiner
	Supervising Auto Damage Appraiser	N/A
	Team Manager	Claims Team Manager
	Reg. Appraising Manager/ Unit Manager/Claims Manager	Claims Senior Manager
PROPERTY	Fast Path	Fast Path
	Property Loss Specialist	Inside Adjuster
	Large Loss & Personal Property Specialist	Field Property Adjuster
	Team Manager	Claims Team Manager
	Unit Manager/Claims Manager	Claims Senior Manager
CCU/ NCAT	Property Loss Specialist/Inside Adjuster/Field Property Adjuster	
PI CSC	Customer Service Representative	
	CSR Supervisor	



# PERSONAL LINES DISTRIBUTION

## Eligibility Requirements

Circle of Excellence winners in Personal Lines Distribution will be chosen based on their ability to exceed key objectives and their effectiveness at delivering exceptional customer service balanced against efficiency, growth, and Quality Standards.

[VIEW QUALIFYING REQUIREMENTS BY ROLE](#)

*(see page 3 of Rewards and Recognition booklet for Program Directory)*

# SAFECO DISTRIBUTION

## Eligibility Requirements

Circle of Excellence winners at Safeco Distribution will be chosen based on their ability to live our Common Purpose & Quality Standards to their fullest every day—acting with integrity and expertise in every customer interaction, demonstrating true care and compassion for customers and coworkers, and striving to make it easy for our customers and agents to do business with Safeco.

[VIEW QUALIFYING REQUIREMENTS BY ROLE](#)





