

## **100% are happy they transferred to DPAS**

DPAS has released statistics from their recent Customer Satisfaction Survey, once again showing that 100% of practices transferring from competitors are happy with their decision to move providers.



This year the survey revealed that part of the reason behind the excellent statistics is high satisfaction levels with the dedicated Customer Service Advisors allocated to each practice.

Respondents rated Customer Service Advisors on “knowledge”, “professionalism” and “attitude”, each scoring in excess of 9 out of 10, with the same excellent scores being recorded for the team’s efficiency and their ability to deal with all manner of queries and requests.

This personal care and attention is one of the things that helps set DPAS apart from other dental plan providers. Many companies struggle to maintain an in-depth knowledge of individual customers and practices can therefore find it difficult to build meaningful relationships with internal service teams. In contrast, DPAS prides itself on the role played by its Customer Service Advisors and regards them as an intrinsic part of the “bond” between DPAS and the practice.

Sales and Marketing Director, Andrew Warren, is delighted with the survey results... “Once again, we have received tremendous feedback from our Customer Satisfaction Survey. As a company we believe that the relationships we build with our customers are of paramount importance and these results are proof that the dental teams we work with appreciate everything that DPAS strives for in this respect.”

For many more Reasons to be Cheerful, call DPAS on 01747 870910 or visit [www.dpas.co.uk](http://www.dpas.co.uk)