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DALBAR Announces Its 2016 Insurance Service Award Winner

(Boston, MA. December 8, 2016) Today DALBAR announced the winner of its annual Insurance Service Award. For the second consecutive year The Guardian Life Insurance Company of America's (Guardian) Individual Disability Income Insurance topped the insurance contact center rankings and earned the Insurance Service Award. Guardian was the only insurance provider to earn this distinction for 2016.

For the last thirty years DALBAR has conducted rigorous testing of service delivery within the financial services and insurance industries via its Service Quality Measurement programs. Each year DALBAR identifies those firms that stand out from their peers in the level of service being provided to their customers. The Insurance Service Award is bestowed upon those providers that consistently deliver a superior standard of care in their interactions with policyholders. Award recipients are determined by the comprehensive evaluation of all aspects of their telephone interactions over the course of the year.

DALBAR Director Brendan Yeager elaborated, "Where Guardian really set themselves apart from their competitors is in their ability to connect with the policyholder on a personal level. Many of the policyholders calling Guardian on their disability policies have experienced some sort of misfortune. Having someone on the other end of the line who takes the time to get to know them and who can empathize with their situation goes a long way."

DALBAR, Inc. is the financial community's leading independent expert for evaluating, auditing and rating business practices, customer performance, product quality and service. Launched in 1976, DALBAR has earned the recognition for consistent and unbiased evaluations of insurance companies, investment companies, registered investment advisers, broker/dealers, retirement plan providers and financial professionals. DALBAR awards are recognized as the marks of excellence in the financial community.