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Hyatt Legal Plans Wins “Best Quality Incentive Program” in 2010 Best Contact Center Incentive Contest

Cleveland, OH, August 12, 2010 – Hyatt Legal Plans recently won the award for “Best Quality Incentive Program” in the 2010 Best Contact Center Incentive Contest. The award was sponsored by the Ohio Valley Chapter of the American Teleservices Association (ATA), which is dedicated exclusively to the advancement of companies that utilize contact centers as an integral channel of operations. At a conference at the University of Akron, organizations in the competition presented information on their call center programs to a panel of four expert judges.

Chris Tomsa, Client Service Center Director at Hyatt Legal Plans, presented details on Hyatt Legal Plans’ client service center incentive contest, which the company calls the “Bravo! Awards.” The program rewards client service center representatives each time they receive positive feedback from clients and when they meet monthly and annual performance goals. They are later entered into monthly and annual drawings for additional awards. “It’s an honor to be recognized for our incentive program, which is part of our overall commitment to providing responsive and effective customer service,” commented Tomsa. “We’re very pleased with the program’s success, and our associates really appreciate being recognized for the superior service they provide our clients every day.”

Hyatt Legal Plans’ customer service philosophy was crafted by senior management, who recognize the importance of responsive, effective customer service. Hyatt Legal Plans employs a full-time staff of professional, friendly representatives who answer calls live in an average of five seconds or less. The Client Service Center’s motto is “Quality Service Always.”

About Hyatt Legal Plans

Hyatt Legal Plans, a MetLife® subsidiary, is the largest provider of group legal plans in the country, serving two million plan members and dependents through a nationwide network of 5,200 law firms. For more information on Hyatt Legal Plans, please visit www.legalplans.com. Group legal plans provided by Hyatt Legal Plans, Inc., Cleveland, OH. In certain states, plans are provided through insurance coverage underwritten by Metropolitan Property and Casualty Insurance Company and Affiliates, Warwick, RI.