

Injecting the V Factor

Embedding the Virgin Value to create a differentiated customer experience



Memorable Moments



Iain Brookes
@iainoruX

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@VirginMoney after working hard on my credit score, and applying for the card I was absolutely delighted when I got approved and nearly cried - and I was even more heartfelt when I received this! Thank you ❤️



Kay Ramsbottom

Jun 08, 7:31pm

A big thank you to Laura Redhead spoke to her this week regarding a payment holiday on our mortgage she was amazing and I told her so, as I had spoke to a number of people from Virgin Money over the last 8 weeks as she was the professional kind and helped and even after our conversation went above and beyond sending my daughters the below goodies. Well done Virgin Money for employing Laura Redhead she's an amazing member of staff and this shouldn't go unrecognised.



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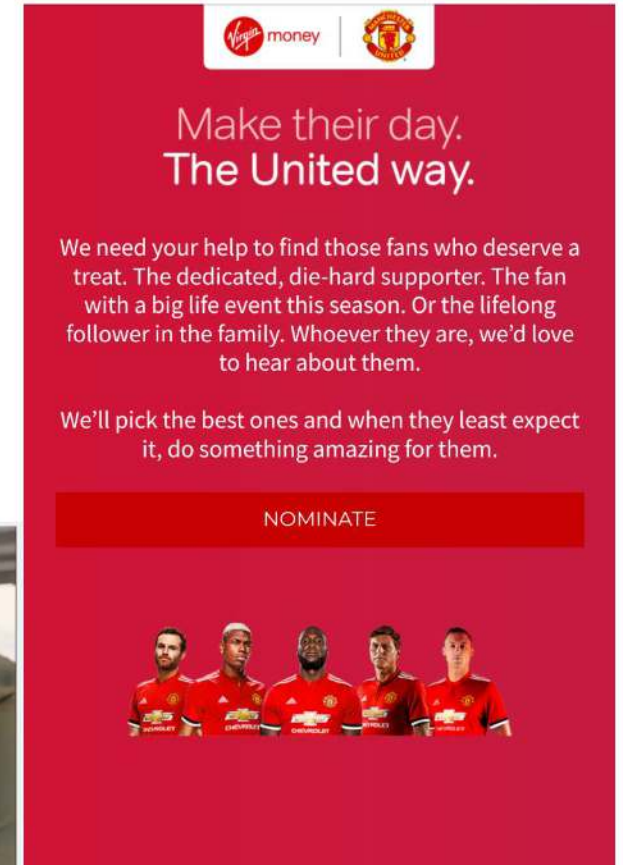
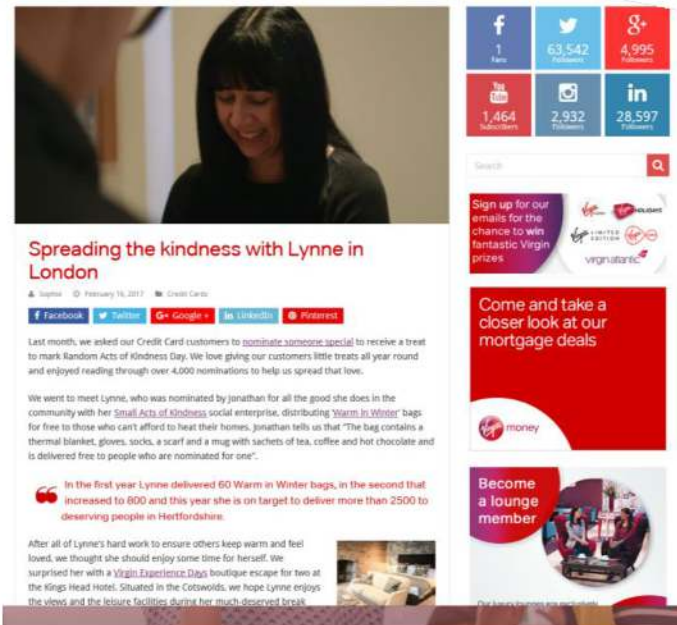
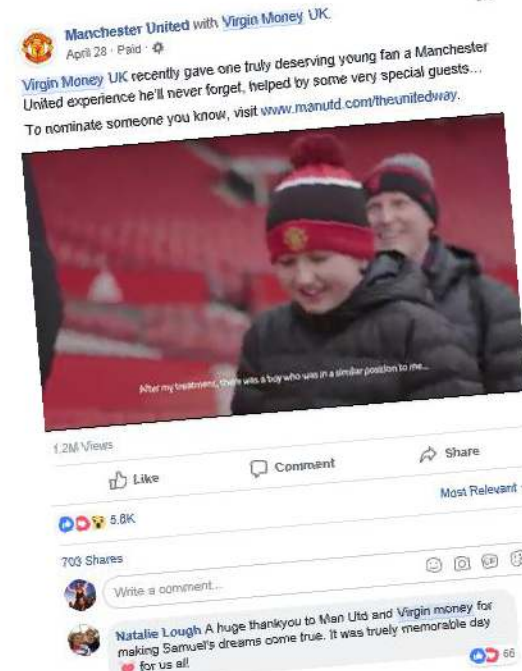
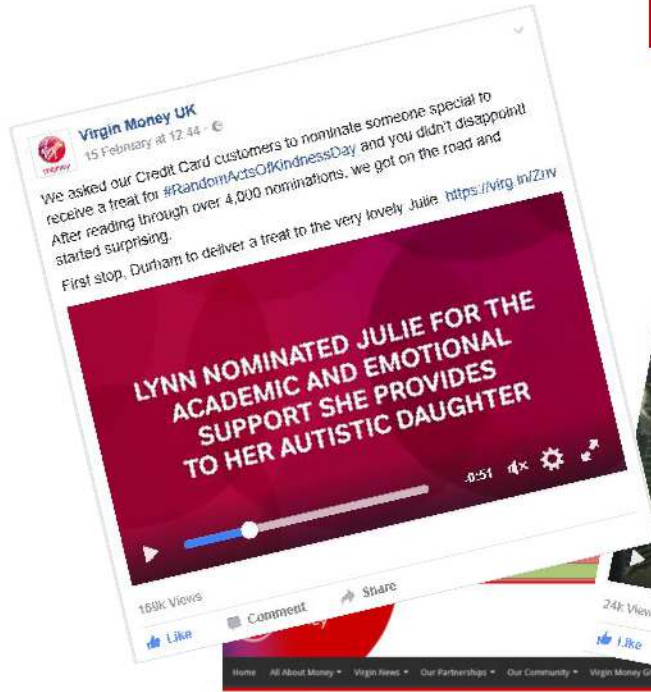
samanthalphipp When you tell your new credit card company you are expecting and this turns up the next day... @virginmoney #lovethis #customerservice #hipplet #50daystogo @phippo

"I would just like to say **thank you** for sending a little gift for my daughter (Mina Rose). Tricia was very friendly and dealt with my call quickly and **the gift is a lovely welcome** to being a new Virgin Money customer."

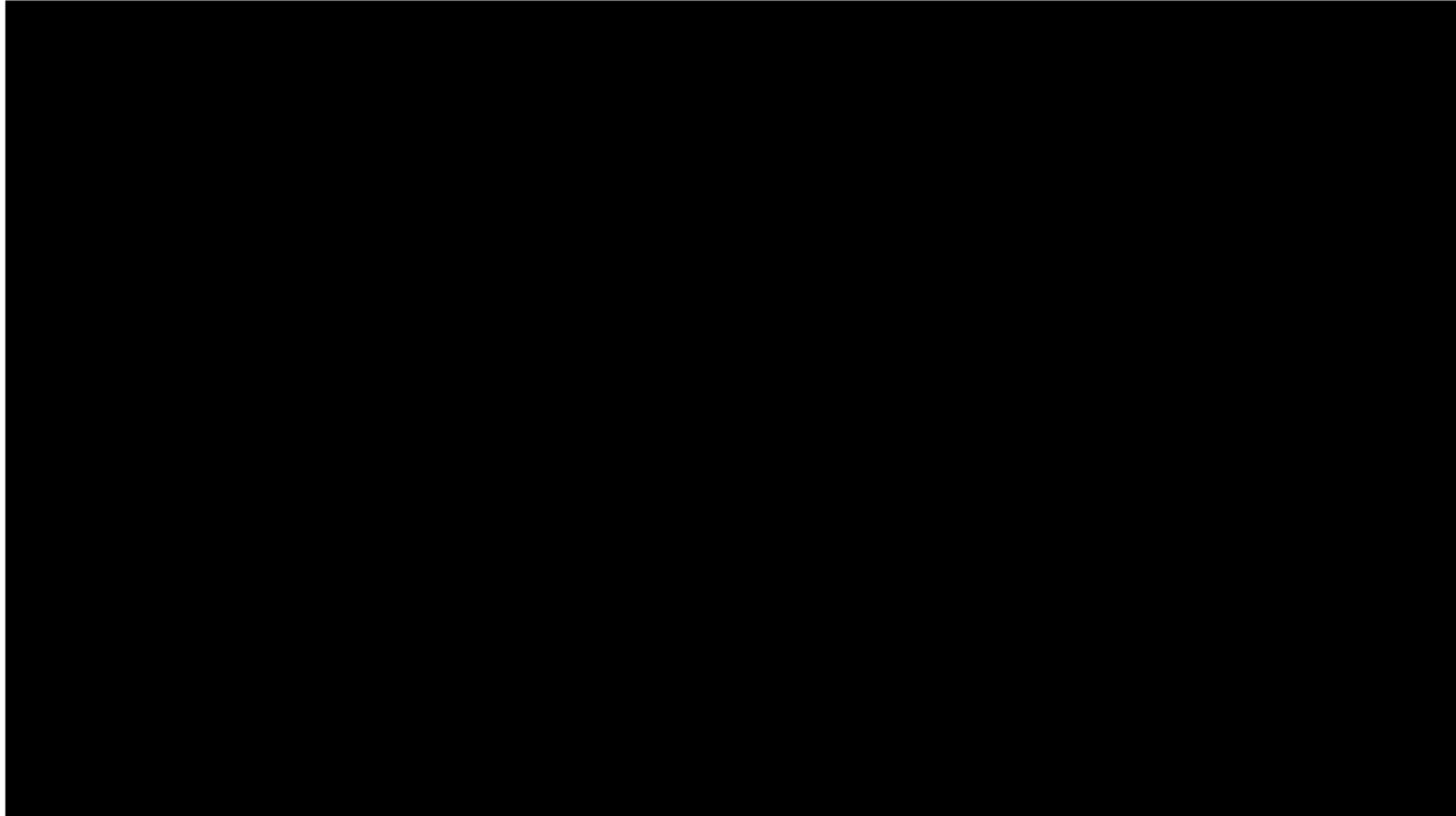
"What a **lovely surprise** waiting for me when I got home on Friday. Thank you **so very much** for those beautiful flowers the colours are glorious as is the scent- including 'stocks' which were Nasih's favourite. Thank you with love and kind regards"



Random Acts of Kindness



The United Way - Samuel's day of surprises at Old Trafford



Customer Feedback

"Very efficient and friendly, but extremely professional staff. Daniel obviously enjoys his job very much. His enthusiasm was infectious and his expertise was evident. We were very impressed with the bank and pleasantly surprised about all the in store extras - free beverages etc"

Daniel Booth - Sheffield Store



"Virgin Money absolutely first class as always. Best company I have ever dealt with and I really mean that. Well done to you all and a big thank you"

Dave Smith - Contact Centre

"Michelle is a credit to Virgin Money. She was very friendly & helpful. Mostly I was pleased that at no point did I feel Michelle added any pressure to buy a product. She was happy to spend the time with me even without a sale at the end! Thank you!"

Michelle Carlyle - Durham Store



"It was a pleasure dealing with her. This is the reason I am with Virgin Bank. All the staff are helpful, it is how banking used to be, no sales push, just genuine respect for the customer and the products which might suit me. It is a pleasure to go there"

Stephanie Wilson - Edinburgh Store

"Brilliant customer service representative, he was so helpful and friendly, I was very pleased with the level of service and just wish that all financial services provided the same level of service as Virgin Money"

Ian Ogilvie - Contact Centre



"I was delighted with the help I received from Emma. It was a pleasure to receive such warmth and professionalism from her. I feel Emma is a great asset to your team. I would highly recommend. Many thanks"

Emma James - Contact Centre

"Mark is always our first choice to advise on investments he is loyal, caring and extremely helpful. He always goes the extra mile and we hope to use him for many years to come as he is someone who we trust 100%"

Mark Sykes - Carlisle Store

Lounges



Customer Experience Awards

2016

- Judges Choice award for Voice of the Customer @ the Confindit ACE Awards
- Silver Award for our Voice of the Customer programme @ UK Customer Experience Awards
- Overall Best Financial Services Experience Award @ UK Financial Services Awards
- Best Innovation Award @ UK Financial Services Awards
- Employee Engagement 'Improving CX' Award @ UK Financial Services Awards
- Delivering Customer Experience Award @ UK Employee Experience Awards
- Customer Centric Organisation winner @ Ukbizawards
- Best Customer Experience Centre of the Year @ CCA Excellence Awards
- Best Use of VOC Engagement in Financial Service @ 2016 Engage Awards
- Best Deployment of Customer Insight @ European Contact Centre & Customer Service Awards
- Insight and Feedback Award @ UK Customer Experience Awards
- Customer Satisfaction Innovation of the Year @ The ICS Customer Satisfaction Awards

2017

- Retained our Judges Choice award for Voice of the Customer @ the Confindit ACE Awards
- Best Use of Customer Insight @ the Institute of Customer Service Awards
- Best Financial Sector @ UK Customer Experience Awards

2018

- Judges Choice award for Multi-Channel Success @ the Confindit ACE Awards
- Winner in the Voice of the Customer & Business Impact categories @ the Confindit ACE Awards
- Best Use of Customer Insight @ the Institute of Customer Service Awards
- Most Improved Complaint Handling, alongside 5 other awards @ UK Complaint Handling Awards

