

A partner you can count on

Providing reliable, best-in-class service when you need us most



Knowledgeable and friendly sales and service teams

With an average tenure of 12 years, our Co-operators Group Benefits staff provide personalized service, knowledgeable advice, and a reliable client experience.

One Call Resolution

In an age where reaching a person on the phone can be challenging, we answer calls on average within 57 seconds. Our team can solve most inquiries in one phone call.

91%
first call resolution

Fast, accurate and compassionate claims adjudication

Our dedicated extended health and dental claims team combined with rules-based claim adjudication, means a clear focus on healthy outcomes for clients.

99%
accuracy rate for claim adjudication and payments



A Canadian gold standard in service

Our client service centres are in Canada and our 2024 customer service results are industry-leading:

Customer Service specialist courtesies **98%**

Customer Service specialist knowledge **96%**

Overall satisfaction **96%**

As a Group Benefits provider, our purpose is to build resilient and healthy workforces and help ensure financial security for all Canadians.

We are a partner you can count on.

Our team is dedicated to provide you with exceptional client service:

- Regional, Group Account Executive
- Regional, Group Sales and Service Relationship Specialist
- National, Group Client Services Specialist team

Investments. Insurance. Advice.



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