



MEDICAL BENEFITS BOARD OF CONTROL
ST. JOHN'S, ANTIGUA

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PRESS RELEASE
Enhancing the Customer Experience

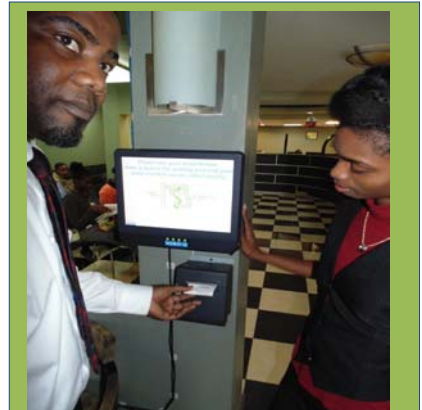
Persons utilizing the services offered at the Main Administrative Offices of the Medical Benefits Scheme (MBS) on Nevis Street are now being greeted with a spacious lobby area accessorized with sitting accommodation and an electronic numbering system.

Two key services are offered within that space – cashier and customer service. On entering the MBS Administrative Building individuals accessing either of the two services must now interface with a computerized numbering system, where they select the service option they require, and then receive a number. Customers can then sit and wait for their number to be called and to be beckoned to the appropriate service window.

The services offered at the customer service end are, claims logging, processing of labour and immigration status letters and the collections of claims cheques.

MBS wishes to remind customers to collect their claims cheques within 2 - 3 weeks of making a claim. Currently, re-imbusement cheques generated for claims as of August 25th, 2013 in addition to a number of outstanding cheques are waiting to be collected by customers. Obviously cheques have a life span of 6 months after which they are not accepted at banks. Consequently, members are encouraged to collect their cheques early to avoid having to pay a cheque replacement processing fee of EC. \$10.00.

Customers conducting business in the lobby area of the MBS Main Administrative Building can expect to see additional changes in the coming weeks, all geared towards enhancing the customer service experience.



MBS Corporate David Phillip showing how the NEMO Queue system works.

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