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iSelect Expands With New Customer Contact Centre

Market leader in online comparison services, iSelect Ltd, has announced the opening this week of its second Melbourne customer contact centre at 246 East Boundary Rd in East Bentleigh, employing 230 staff.

The new 4,000 square metre contact centre over two floors will house the customer contact centres for iSelect's fast growing energy, broadband and car insurance businesses. iSelect has signed an initial three year lease with the owner of the building, Make Property Group.

The group's customer contact centre for its largest business – health insurance – will remain at its Cheltenham headquarters at 294 Bay Road.

Chief Executive Officer of iSelect, Mr Scott Wilson said, "We are the largest employer in Melbourne's bayside region and continue to grow quickly as a group. We have doubled our staff to more than 700 people over the last three years, having added 100 permanent staff over the last year alone.

"Expanding to a second Melbourne location give us the capacity to further grow our business, while providing our staff with more spacious and comfortable surroundings to increase our productivity", he added.

The new East Bentleigh offices offer sales staff a relaxed working environment, with grass carpets, graffiti murals adorning the internal walls, along with a variety of recreation options including foosball, arcade games and giant chess boards.

Mr Wilson said "iSelect is often listed as one of the country's most exciting and pleasurable work environments. Our Cheltenham headquarters has an onsite café with our baristas serving staff a free coffee every day, on-site masseurs and even a slide for the enjoyment of our staff.

"We find providing this sort of work environment is critical to attracting and retaining talented sales staff that will help us grow our expert advice services and deliver on our growth plans", he added.

The new building is integral to iSelect re-focusing its business on customer service to deliver the most appropriate and cost-effective household and personal finance products to Australian customers.

The group is also investing in scalable technology platforms to enhance its cross-serve capability.

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About iSelect

iSelect is Australia's leading online comparison service, providing Australian consumers with trusted product comparison and advice on more than 12,500 insurance, energy, personal finance and broadband products from over 85 partner providers. With a household brand that attracts over 7 million unique visitors to its website every year, iSelect now distributes 1 in 5 of all private health insurance policies in Australia. Owing to its digitally enabled and customer-centric advice model, iSelect continues to grow its market-leading position in health insurance, energy, life insurance and personal finance comparison. www.iselect.com.au