MYJAR wins Best Contact Centre Team 2017 at the Credit Strategy Collections & Customer Service Awards

Thursday 7 December, 2017

The online lender MYJAR has been announced as the winner of the Best Contact Centre Team at the prestigious Credit Strategy Collections & Customer Service Awards, beating the likes of Three Mobile and HMRC.

MYJAR is an innovative financial services company that provides simple, straightforward online loans of up to £3,600 for up to 12 months.

As winners of this highly-contested category, MYJAR demonstrated how customer service makes a key contribution to the business and a big difference to the customer experience with excellence displayed in all aspects of its operations. MYJAR's excellent customer service is a key reason why thousands of their customers have rated them via the independent review site Trustpilot, resulting in a score of 9.3 out of 10.

The Best Contact Centre award demonstrates how MYJAR are putting their customers first in every aspect of their operations. The judges praised MYJAR for the customer-centric culture they have built. Head of Customer Operations Risto Proosa said:

"It is a proud moment for MYJAR and for Customer Operations to be recognised for the effort we make every day as a team. I believe the success of Customer Operations is based on respect, support, trust and team work thus the credit for winning this award goes to the whole team".

Stuart Sykes, Group Customer Operations Director, said: "We are extremely proud to see that our hard work has paid off, everyone across Operations, IT, Marketing and beyond make MYJAR the great brand it is and we are glad that we have put together a collaborative team that always puts the customers' needs first."

The competition for Best Contact Centre was tough, with some well-known brands competing for the title. But MYJAR were recognised as going the extra mile and took the award home.

Notes for the Editor:

MYJAR is a direct lender and was established in 2009 and has processed over 2 million loans with a value of £285m.

MYJAR has been rated 5-star by its customers. Reviews can be seen in full at https://www.trustpilot.co.uk/review/myjar.com

MYJAR supports Payplan, one of the leading free debt help charities, to help any of its customers who experience financial difficulty.

MYJAR is one of the few lenders in the category that has never allowed rollovers and always capped interest and fees at day 60. Affordability checks are always carried out prior to a loan being approved.

MYJAR Limited is fully authorised and regulated by the Financial Conduct Authority – Authorisation number 673214.

For further information please contact MYJAR Press Room on press@myjar.com or 02070161469.

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