

## Client experience is at the heart of everything we do

**We are passionate about providing exceptional employee benefits, workplace and financial wellbeing advice and guidance to employers and employees and believe in delivering excellent client experience to everyone we work with.**

### Don't just take our word for it, here's what one of our clients said

"The ideas and connections Second Sight have brought to Epson and our local HR team, have been invaluable and meant we have set new financial benefits and wellbeing solutions in place that we would simply not have done before."

**Stuart Chalmers, HR Manager UK, Ireland and Nordics, Epson Europe**

We use Net Promoter Score (NPS) to gauge our clients' attitude to our services. A score over +50 is deemed to be world-class so we are delighted our score puts us among some of the leading businesses who are using NPS.

**Our NPS  
is +64.39**

### Our employees care about their clients



"A good client experience is one delivered with heart, from start to finish. It's about making that lasting impression through consistency, care and meaningful contact. As I always say, there is no traffic jams on the extra mile!"

**Lori Snaithe-Wright - Client Relationship Manager**

### We've been recognised for our services, here are some of our latest awards.



If you would like to find out more about us, or any of the employee benefits and wellbeing initiatives we offer:

call 0330 332 7143\*;  
email [info@second-sight.com](mailto:info@second-sight.com); or  
visit [www.second-sight.com](http://www.second-sight.com)

\*Calls are charged at your standard landline rate