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MEDIA RELEASE



TRANSCORP REMOVALS & STORAGE SCORES 98.61% FOR CUSTOMER SATISFACTION

The judging process for the 2024 Australian Achiever Awards for Australia's **Transport, Delivery & Relocation Services & Supplies** category was completed on 25th March.

Transcorp Removals & Storage scored a highly recommended 98.61%.

Now in its twenty-seventh year, the Australian Achiever Awards are an independent, unbiased award system based on assessment ratings from a business's own customers. The awards provide an indication of a well-run business where satisfied customers are a sign that a business is healthy, worthy of praise and increased custom.

The award system focuses on eight criteria, each scored separately, namely: Time Related Service, Addressing Client Needs, Care and Attention, Value, Attitude, Communication, Overall Perception and Referral. The criteria are rated individually in percentage terms and the final score is an amalgam of these. Anything above 80% overall is regarded as exceptional and reflects outstanding customer service. A complete list of all businesses that have achieved award status over the last few years can be viewed at www.achiever.com.au.

Some of the comments Australian Achiever received from Transcorp Removals & Storage clients are:

When I contacted Transcorp Removals & Storage they followed up very quickly and arranged a time to organise my move straight away. On the day they were on time and did everything efficiently, including dropping off, loading, and unloading everything for us.

I initially contacted Transcorp Removals & Storage online, and they called back very quickly. The lady I dealt with was extremely helpful; she answered all my questions and advised me on what we did and did not need regarding insurance. She was more helpful than other companies have been. They were not the cheapest, but I was extremely happy with their information and customer service, which is why I chose them. In the lead-up, they answered all my questions and followed up by email and phone. The removalists were efficient, polite and friendly when packing and unpacking with a fifty cubic metre container. Overall they were excellent.

I found Lily to be incredibly helpful and reassuring. She supported me in organising the move from Melbourne to Brisbane and advised me on many topics like how much I could put on the truck. Greg and Novak were nice, friendly, and motivated. I could not have been more pleased with them; they were lovely to deal with. And I was happy that I got to speak with people on the phone, instead of online.

- ENDS -

For verification of this report, please contact:

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