



The Independent Call Centre

Our Call Centre:

- Is staffed by a complement of specialised and multilingual advisors (admitted attorneys), ready to respond to, and deal with calls 24 hours a day, 365 days a year.
- In the case of an emergency, the caller can immediately speak to a medical doctor or nurse who will have access to a comprehensive database of all known medical issues at their fingertips.
- Immediate and direct links to all emergency services are available.
- Most importantly, we guarantee anonymity, which if not in place, may have serious liabilities for your company and even possibly criminal and civil litigation against senior management.
- Keeps accurate records and has a feedback system to the caller and accurate feedback to your company's representative.
- Subscribes to Corporate Governance and all relative statutory requirements.
- As a contingency plan, have a fully operational off-site call centre, which will handle all operations within a matter of minutes in the case of any emergency, thus ensuring business continuity.
- Comply with all telecommunication licensing and requirements regarding the management of a call centre.