

Member Services



What is a Member Service Centre

- 24/7 365 dedicated unit
- Unified location for all inbound communications from Members
- Triage of email and phone inquiries and issues
- Administrative support for Membership related duties (general inquiries, FAQs, password reset, membership cards, and contact updates)
- National Labour Relations unit to serve the Members

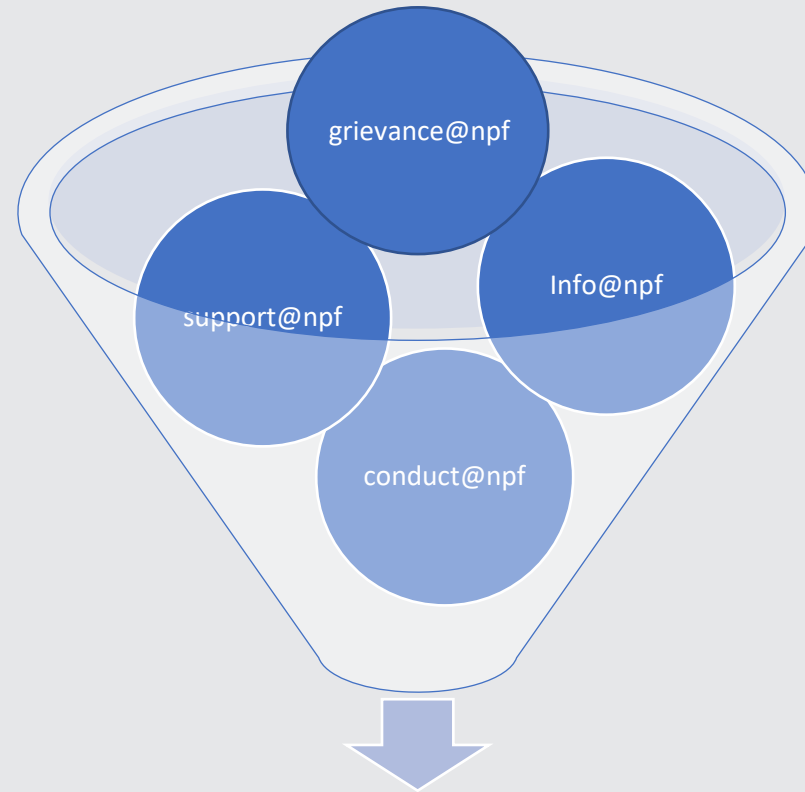
Member Service Centre – Focus

INTAKE: All inbound traffic from email and phone, routed through triage and a series of decision trees based on prescribed outcomes.

LR TEAM: all matters concerning Career Development / Staffing, Transfer/Relocation, Workplace Conflict, Disability Management, Accommodation, Grievance, Conduct, Serious Incidents, Harassment

COUNSEL: cases for internal/external counsel

Member Service Centre – Email intake



Member Service Centre



Member Services Team

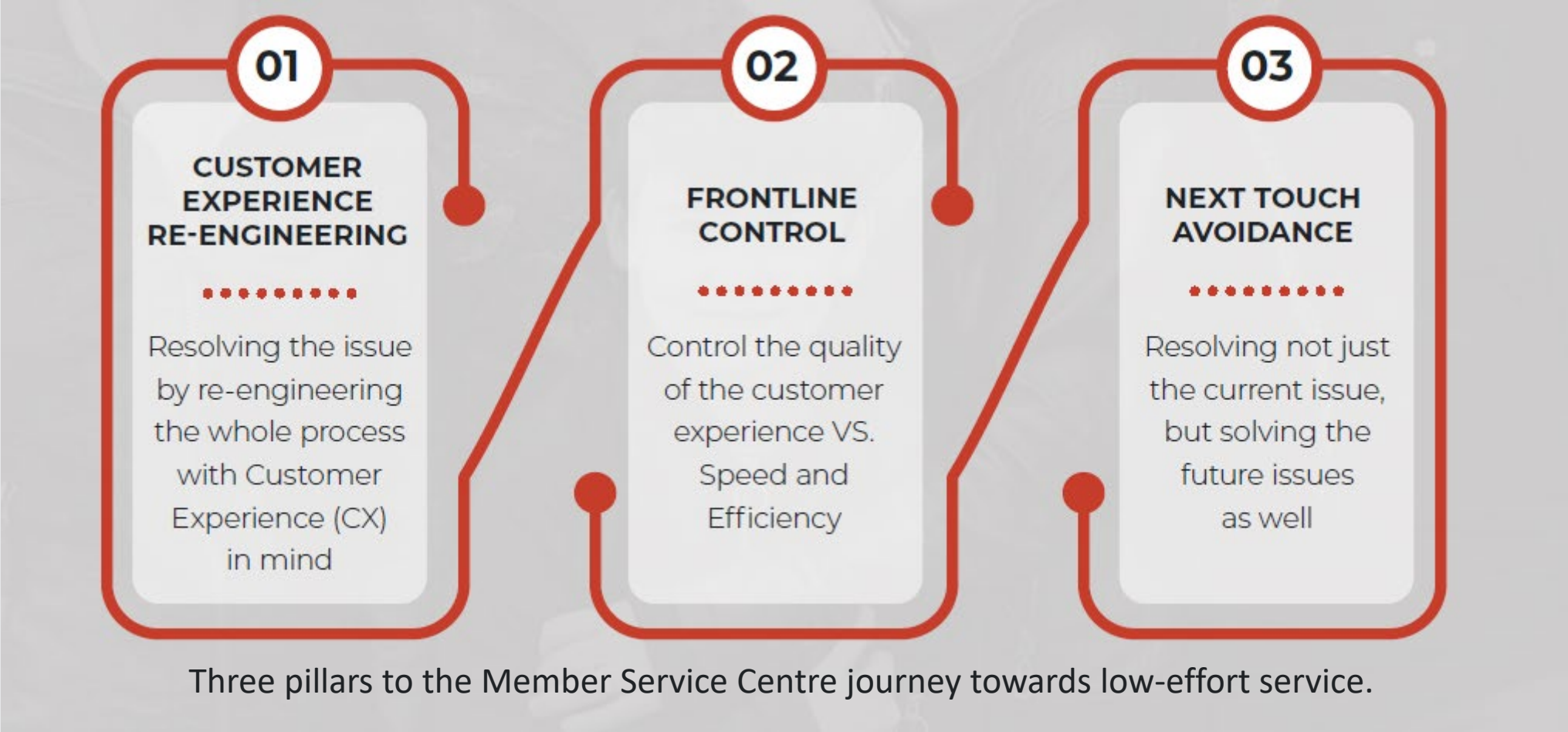
Member Service Centre Staff

| Manager – Member Service Centre | Member Service Representatives | Pacific Region | Prairie and Northern Canada | Central | Atlantic |
|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Liz Gutierrez | <ul style="list-style-type: none">• Jules Sicotte• Kamani Fulem• Sophia Galette• Miranda Couture• Davy Kwizera• Vacant | <ul style="list-style-type: none">• Rashpal Lovelace• Sean Sullivan• Tom Almasi | <ul style="list-style-type: none">• Kent Lowe• Scott Bird• Gary Hollender• Steve Oster | <ul style="list-style-type: none">• Harold Coffin• Maxime Boutin• Aaron Sheedy | <ul style="list-style-type: none">• Danielle Ulmer• Erin MacKinnon• Sandra McNaughton |

Member Services support staff

| Operations | Special Advisors |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">• Laura Be – Member services Coordinator• Nicoleta Negru – Database administrator• Val Connell – Family Services Manager | <ul style="list-style-type: none">• Boyd Merrill• Kim Hendricken• Douglas “Wasy” Wasylenki |

Member Centric approach



Member Centric outcomes



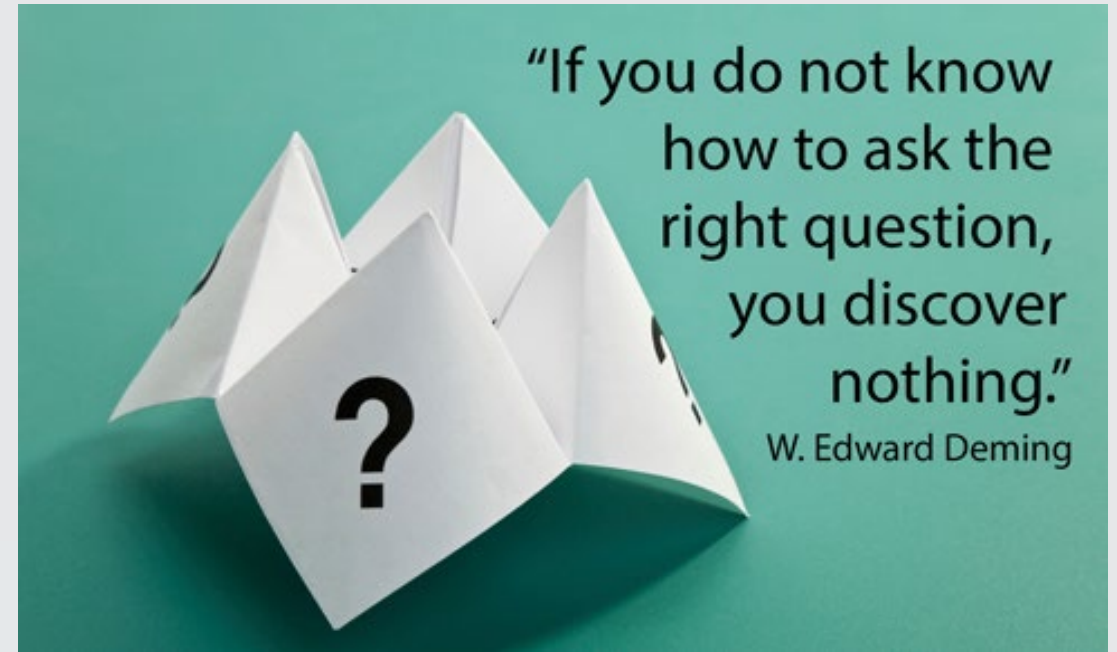
Through the delivery of the Member Centric approach – the outcome is a supported Member.

The unified Service Centre will ensure Members requests and inquiries are being handled and escalated appropriately with an emphasis on creating a seamless experience.



Data Points to consider

- Type of matter (conduct, grievance, etc.)
- Location
- File creation date
- Referral to LRO, LRA or Legal
- File resolution rate
- Response time vs. resolution time
- Multiple/repeat/concurrent offenders
- Success / fail rate
- Members Sentiment
- Cost



The Process

- Self-generated files:
 - Handle and send synopsis and member details to info@npf-fpn.com
 - Or send request for help to info@npf-fpn.com and the file will be assigned
- Files coming from Member Service Centre
 - You can respond direct to member and cc info@npf-fpn.com; or
 - You can respond to Member Service Centre with your suggested response and the Member Service Reps will respond and conclude the file; or
 - You can also suggest if the file needs to be escalated to a LRO or Board Director, and the Member Service Reps will reassign
- Files that require Legal review or assessment
 - These files should be sent to info@npf-fpn.com requesting that Legal have a look. File should have all the required information for legal to review and make an assessment. Incomplete files will be sent back until the information has been collected and sent along.
 - LAR's are reminded not to provide instructions to counsel which could impact the retainer provided to counsel.
- ***NOTE: only Self-generated files that you are taking on need to be concluded by sending an email to records@npf-fpn.com

Questions???