

CUSTOMER CARE CENTER



Our number one priority is to personally answer homeowner questions by the first person to take the call.

MERIT's dedication to homeowners is based on providing quality customer service. Our mission as a company has always been to serve the needs of our clients. And knowing what those needs are remains our number one priority.

We understand that homeowners have questions that need timely answers. Therefore, we have created a distinctly different Customer Care Center.

Our center is not just what is commonly referred to as a "call center." The distinction is in our professional, dedicated staff and innovative technology that provides access to information. The distinction makes a difference.

You can count on a live, friendly, professional care agent to answer calls.

Our in-house, fully staffed Customer Care Center is dedicated to personally answering, and handling, customer phone calls. The care center team is comprised of courteous agents specifically trained to resolve the variety of questions homeowners ask.

As MERIT employees, the care center team has access to in-depth, tailored training to make sure they are consistently meeting our high standards of customer service.

Our goal is to hire people who not only have a strong background in customer service, but also have a true passion to help homeowners.

We strive to resolve each request in the first phone call.

Homeowners can look forward to having their questions answered by the first person to answer the call. Our professional care center staff is equipped to handle most any question through our innovative MERIT-Connect software systems and tools.

Our "first call" ability is possible because of our investment in technology over the past years to directly improve customer services. Our proprietary tools provide staff with quick, reliable access to information on all of our associations and their homeowners. With this system, agents are prepared to resolve each call in a timely manner to the satisfaction of the homeowner.

In response to the growing needs of associations, we are continuously improving our customer service.

For three decades, we have invested in making customer service improvements. We know that your expectations and needs have multiplied, and we know our job is to keep pace. One of our biggest improvements and dedication of resources has been creating our Customer Care Center.

We know that our success depends on your customer satisfaction. And to that end, we have created a customer service distinction that will make a difference for you. It's our number one priority.

MERIT

Property Management, Inc.

Our in-house, fully staffed Customer Care Center is dedicated to personally answering, and handling, homeowner phone calls.