

All Finning locations now have 24-hour, 7 day-a-week, centralized customer phone support service

Dear Customer,

Effective June 1, 2001, you can now call Finning anytime, day or night, and get direct, personal contact for all your equipment and parts ordering needs. Our centralized customer support team is ready to put you in touch with a Finning equipment or parts specialist so you get the advice or service you need when you need it.

The Finning Customer Support Center was initiated 18 months ago at several key operations after a customer survey indicated you wanted faster response to your after-hours phone inquiries. As part of our ongoing Customer Satisfaction Strategy, the service is now available to all our customers in Western Canada. The Center provides you with courteous and efficient telephone response and ensures prompt delivery of parts to your business or job site. **This 24-hour, 7 day-a-week service means you are in contact with an experienced parts agent within seconds of your call.**

Satisfied Finning customer Cindy Wilson of Pentastar says she sure like the new service because of its speed and efficiency, which lets her get back to work instead of waiting on the phone.

Dwain MacDonald of Prairie Road Builders says he enjoys the personal contact and getting the help he needs from a Finning specialist in a matter of seconds. He's pleased with the service from the moment the customer support team answers his call to the completion of the parts order or inquiry.

So next time you need parts or answers to your equipment questions, here's what you do:

1. During regular business hours, call your nearest Finning branch. If all equipment and parts lines are busy, ask the operator to direct your call to the Customer Support Center. A qualified specialist will respond immediately.
2. After regular business hours, dial 1-888-Finning (toll free) and your call will be answered by the customer support team.

We have listened to your feedback and responded with this new customer initiative. Please take advantage of our new service and let us know what you think.

Sincerely,

Carole Hebenton,
Manager, Customer Support Center
Finning (Canada)