



# **Fluorocarbon Scotland Closure**

**Customer Information Document**

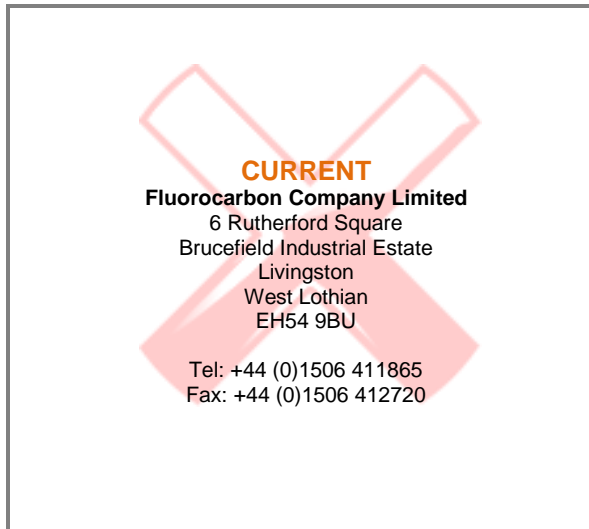
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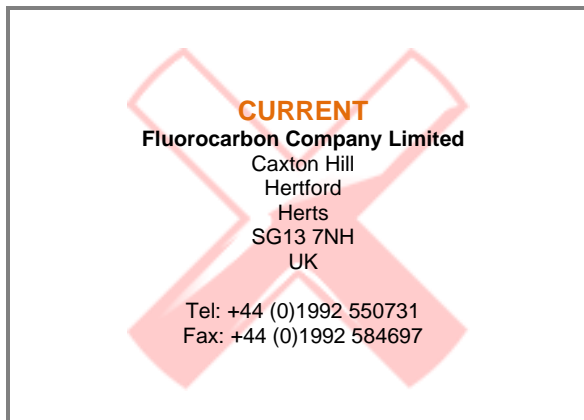
This document has been devised to help you better understand the changes. Our intent is to implement the integration as smoothly as possible to minimise the effects it may have our customers.

If you have any other queries please consult the FAQ sheet or contact Alan Paris.

### a) Purchase Correspondence Address



### b) Accounts Payable Dept Details



## Customer Frequently Asked Questions

The following is a series of questions and answers to help you better understand how the changes will affect you as a customer. Our intent is to implement the integration as smoothly as possible to minimise the effects it may have on our customers.

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**Q1. I have a quotation requirement; Can I still place my request?** Yes, you can request a quotation through Alan Paris or David Hendry.

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**Q2. I have an order ready to place; Can I still place my order?** Yes, you can place your order through Alan Paris or David Hendry.

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**Q3. If I have an order already placed with Fluorocarbon in Scotland, will this be processed?** Yes, we will ensure that all outstanding orders are processed without disruption to our customers.

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**Q4. Will quotation and order processing times be affected?** No, our commitment to quotation and ordering turnaround times remains the same. If you have any questions on this please contact Alan Paris.

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**Q5. Will I still be dealing with the same point of contact?** Alan Paris or David Hendry will be your initial point of contact.

Alan Paris: 07917 770931  
David Hendry: 07899 982484

In the unlikely event that this information changes we will notify you.

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**Q6. Will I notice any immediate changes?**

- **Telephone Calls?** From 3<sup>rd</sup> July 2009 all calls to Scotland will be re-directed to Hertford head office.
- **Correspondence?** Quotations and company stationary will reflect the Hertford address details.

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**Q7. Will contact details change?**

- **Email?**

Alan Paris and David Hendry will be your initial point of contact.

Alan Paris: [alan.paris@fluorocarbon.co.uk](mailto:alan.paris@fluorocarbon.co.uk)

David Hendry: [david.hendry@fluorocarbon.co.uk](mailto:david.hendry@fluorocarbon.co.uk)

Or please email: [info@fluorocarbon.co.uk](mailto:info@fluorocarbon.co.uk)

- **Telephone and fax numbers?**

From 3<sup>rd</sup> July 2009 all calls and faxes to Scotland will be redirected to Hertford. We encourage customers to use the Hertford telephone number as detailed in the company details on page 3.

As before, Alan Paris and David Hendry will be your initial point of contact.

- **Postal address?**

From 3<sup>rd</sup> July all post will redirect to the Hertford office. This will continue for up to 6 months; however we encourage that all correspondence is sent to the Hertford address.

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**Q8. Who do we make our payments to?**

- **Cheque payment?**

Please continue to make cheque payments to Fluorocarbon Company Ltd.

- **BACS transfer?**

Please continue to make BACS transfers to the same Fluorocarbon Company Ltd bank account.

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**Q9. I have a question that is not answered in the FAQ sheet, Who should I contact?**

We are happy to deal with any further queries. Please contact Alan Paris who will answer your query or direct you to the correct department.