

03 June 2011

### **NOTICE TO CUSTOMERS**

In our ongoing enhancements both on and off the water, we are pleased to announce a new phone system. The system offers a greater ability to directly contact the correct personnel or department that you require through a network of DDI's – Direct dial numbers or via the group department code.

For your easy reference - the new department numbers are as follows:

Customer Services	09 355-7819
Sales/Trade	09 355-7829
Operations	09 355-7839
Accounts	09 355-7849

If you would prefer to contact a specific person our DDI's numbers are as attached:

You can still contact us by calling the main office line number on 09 356-2333, where our lovely receptionist Julie will direct your inquiry accordingly. On the occasions when the receptionist is absent from the front desk and after hours, the auto attendant system will be in operation.

In this instance you will hear – “Welcome to Pacific Forum Line, If you know the extension of the person you require – please dial that now”

- Customer Services – Press 1
- Sales/Trade – Press 2
- Operations – Press 3
- Accounts – Press 4
- Management – Press 5
- PFL Cargo – Press 6
- All other inquiries – Press 7

We look forward to being of service and would like to take this opportunity to thank you for your support

*“Developing trade in the Pacific for future generations”*