



May 3, 2024

Hello Valued Customer,

One of our 2024 initiatives at Aalberts Surface Treatment (RMF) is to improve our response to customer concerns and claims.

As a result, we have introduced a new position within our current organizational structure entitled **Customer Service Specialist**. This position reports to our Director of Business Development. Our Customer Service Specialist has an office in our Customer Service and Logistics area on our Piedmont, SC corporate campus.

Our new Customer Service Specialist is Karen Jones. Karen has been with RMF since 2013 and has worked in production, shipping/receiving, quality and business development.



The objectives of our Customer Service Excellence Initiative are to:

- Provide you, our customer, an opportunity to register a concern/claim by speaking with an actual human being vs. leaving a message in a voice mailbox.
- Offer you, our customer, 2 options for registering a concern/claim:
 - Telephone: (864) 277-0420 Ext. 230
 - E-mail: Karen.Jones@aalberts-st.us
- Respond to each concern/claim within 4 hours of initial receipt.
- Monitor/Track the status of each and every concern/claim through to resolution
- Provide you with accurate and timely updates for each concern/claim throughout the resolution process

Please update your contact information accordingly to make Karen Jones your first point of contact for all concerns and claims.

Aalberts surface technologies
1515 Old Grove Road | Piedmont, SC 29673
1-864-277-0420 |



We thank you for your continued trust in Aalberts Surface Treatment (RMF).

Sincerely,

Dean Davidson

president

rmf

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