



ENVIRONMENTAL TECHNOLOGY

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To Whom It May Concern,

There is a 2 minute "on-hold" voiceover when you contact AESSEAL plc.

That may seem incongruous for an organisation that prides itself on exceptional customer service, as asking anyone to wait for 2 minutes to be connected is just not acceptable.

We monitor the average response time to take a call, and it is 6 seconds. 96% of calls are answered within 10 seconds.

4% of calls are lost (sometimes this is because the caller has ended the call after 1 second). It may also be just because we took too long to reply.

The problem with averages is that if you are one of the unlucky 4% and your call is not answered within 10 seconds, please accept my apologies.

The reason this message exists is to encourage you to file a quality complaint, as we take our customer service responsibility extremely seriously. We are grateful for any feedback that allows us to put measures in place to improve the service for everyone in the future.

Our group includes over 70 individual businesses, many of which have multiple locations and few of which will actively track the on-hold time taken to respond, but that is an improvement opportunity that we have recognised and are actively working on.

Although we would also encourage feedback on any other group company, the 2 minute "on-hold" voiceover is specific to AESSEAL plc, Rotherham, which is also the Global headquarters for the AES Engineering Ltd group of companies.

Yours sincerely,
C. J. Rea,
Managing Director,
On behalf of the AESSEAL Group of Companies.

