



Dedicated to People Flow™

# Introducing the New Customer Service Team

From 19 October onwards, our new Customer Service Team would be in place to provide a more efficient and dedicated service to you. They will serve as your single point of contact and provide you with assistance on all possible inquiries including Service Contracts, New Building solutions, Modernizing solutions, Financial matters and many more.

We cherish your confidence and trust in us. This is why we have developed this new initiative, through which we aim to deliver greater service standards to you, our valued customer.

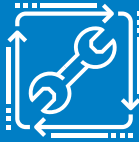
[www.kone.ph](http://www.kone.ph)

## HOW WOULD YOU BENEFIT FROM THE IMPLEMENTATION OF THIS NEW CUSTOMER SERVICE TEAM?



Single point of contact for all inquiries, at the same contact details

- No more multiple points of contact and reduced possibility of miscommunication



Dedicated service to ensure full resolution of inquiries and issues

- Fully trained and equipped team to handle all manners of inquiries and issues
- Ownership and tracking of inquiry resolution by dedicated customer service team



Streamlined contact resolution

- Faster case resolution

## WHAT WILL THIS NEW TEAM BE ABLE TO HANDLE?

The following includes but are not limited to the kind of inquiries and issues which the new Customer Service Team has been trained and equipped to handle and resolve:

- I would like to get a tender suitable for my needs?
- I would be interested in KONE to provide equipment for our new building project, how can I go forward?
- What type of contract I have with KONE?
- When the latest maintenance works were performed for our equipment?
- Does your technician already have a new date for the repair job that was postponed earlier due to an event in my building?
- I would like to request for a report on emergency fix done to my elevator recently.
- How do I activate and use KONE Online & Mobile?
- I would like to give some feedback on the service I have received from the KONE team.
- I would need to update the contact information for KONE to reach me in the future...
- What is included in my contract / invoice / latest maintenance activities?
- I would like to know if I have any outstanding unpaid invoices ?
- I would like to request for a callout report

## HOW DO I GET MORE INFORMATION ON THIS TEAM?

Should you like to find out more about this new Customer Service Team and what they can do for you, please do not hesitate to reach out to your friendly KONE representative or contact us at the following:

Tel:  
02 8811 2934

Email:  
[konecustomerservice.ph@kone.com](mailto:konecustomerservice.ph@kone.com)



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