

The highest satisfaction in products and services is one of the most important factors that customers are concerned no lesser than quality of products to which the Company shall never overlook. Creating added-value to the products and services has been done continuously, including to build up long term relationship with customers driving our business towards sustainability and success.

I.C.C. International Public Company Limited emphasizes on responding to customers' satisfaction on our products and services as well as building up good relationship with customers by establishing "**Customers Relations Center**" as a channel for communication between customers and the Company. Experienced personnel and modern technology have been used to facilitate fast and efficient services apart from creating good impression amidst business competition.

The operation of Customers Relations Center not only answers to customers' enquiry, solves problems or receives complaints, but it also gathers information on customers' spending behavior and demand. These information will then be analyzed and implemented for further products and services development to meet customers' demand in every target group. Moreover, Customers Relations Center is another channel for investment enquiry, answer the questions as well as provide advice to stockholders.

Customers who have any suggestion, complaint or comment can contact the Customers Relations Center at telephone number 0-2294-4999 or by reply mail provided at counter sales throughout the country which can be sent by mail without postal stamp. E - mail is also available at services@icc.co.th.