

The customers are extremely important for the current business undertakings. Success of a company depends largely on cordial relationships with the customers. To retain their relationships with the company, an efficient communications is needed to ensure maximum customer satisfaction.

Not only will the Customer Relations Center act as a representative of the company to realize the needs of customers, but it will also provide information on goods and services, and accept complaints and recommendations, including the granting of primary assistance and solutions to any questions and concerns. On top of that, it will enhance cordial relationships with the customers and respond to the needs of all target groups of customers.

The Customer Relations Center function will contribute to working efficiency of other departments of the company. It will serve as a focal point to accept customer complaints to ensure proper solutions and ultimate satisfaction, as well as prevention of recurrence of the same problems.

The Customer Relations Center will work with business units of the company to develop and upgrade efficiency in the creation of innovative products and services, as well as distribution channels to meet the needs of customers.

Any recommendations, complaints and commendations are welcomed at the Customer Relations Center, at telephone number 0-2294-4999, or by Reply Mail, available at all counter-service nationwide for free postal service, or visit service@icc.co.th.

In addition, shareholders can ask for more investment information, or express concerns or provide recommendations for the company via the Customer Relations Center.