



February 12, 2007

## **NEW TELEPHONE SYSTEM ANNOUNCEMENT**

To all our valued customers:

In our continuing efforts to make it easier to communicate with the Inteplast Group and its 3 divisions: AmTopp, IBS, and World-Pak, we will roll out a new telephone system on February 12, 2007.

### ***Why the change?***

We listened and understood that many of our customers already knew their representative's name, and while they liked the convenience of our toll-free number (), they did not want to navigate long menus. We also realized that some of our customers might require more assistance. We have designed this system to get our customers to the person they need to speak to as fast as possible.

### ***What's different?***

We have introduced voice recognition into our system, that will allow the system to recognize names being spoken. When you first call in, you will be greeted with "Thank You for calling AmTopp (or IBS or World-Pak), please **speak** the name or the party or department you are trying to reach, or hold for other options." Once you **speak** the name, the system will repeat the name back to you for confirmation and will allow you to cancel, if necessary. If you do not cancel, the system will forward your call immediately. If you choose not to speak the name you will be forwarded to a menu of departments.

### ***What about the next time I call?***

The next time you call in, our system will recognize your caller ID and the last person you spoke to (within 30 days.) The system will prompt, "Thank You for calling AmTopp. The person you previously spoke to was (representative's name.) To speak to this person again, press 1, otherwise press 2." If you press 1, your call will then be forwarded to that individual. If you press 2, you will then hear the prompt "please speak the name or the party or department you are trying to reach, or hold for other options."

### ***Are there any other changes?***

When you call into our toll-free number, caller ID will also be used identify and provide a screen pop for the representative to see which company is calling.

### ***Why not call the representative directly?***

Our goal is to provide better service to you, our customer. Calling into our **toll-free number** will help us to track and monitor call flows, providing us the ability to insure proper staffing and coverage, as well as faster response.

***What is meant by " this call may be monitored or recorded for quality purposes"?***

From time to time we may randomly choose to monitor or "listen" to a call, to insure that we are providing outstanding service. By law, we are required to notify you of this possible intent.

***What if I experience difficulties with your new system?***

We have made every effort to insure you calls are answered quickly and correctly. If you experience a problem, please let your representative know, so that we may correct the problem.

