

Recall Services

Key Benefits

- *Retain Customer Loyalty*
- *Regain Customer Trust*
- *Courteous, Empathetic Agents*
- *Quickly Deliver Parts or Replacement Items*
- *Targeted Scripting to Speak Directly to Your Customers, Employees and Stakeholders*
- *Minimize Negative Consumer Response*
- *Restore Consumer Confidence*

Key Features

- *Program Setup Within 24 Hours*
- *Unique Toll-free Numbers*
- *Scripting and Escalation Procedures*
- *Help Desk Services*
- *Fulfillment Services Available*
- *Whistleblower Hotlines Available*
- *Return/Refund Services*
- *Payment Processing*

Product deficiencies can occur for any consumer goods or industry. In many cases these defects or safety hazards require a product recall, which can be expensive, time sensitive and damaging to your customer's trust and the company's infrastructure.

AnswerNet's Recall Services can be rapidly implemented to help you regain your customers' trust. We are able to assist your product recall campaign by serving as inbound and outbound point-of-contact for customers, and help share targeted information about the recall itself as well as the channels for replacement, disposal and/or forwarding of the recalled item.



Our recall agents serve as an extension of your team, and help build and repair your customer relationships and your reputation. They are specially trained to demonstrate empathy and courtesy, as they reassure the customer that your company is actively responding to the situation and ensures a quick and safe resolution.

AnswerNet's Recall Services offer several add-on options, including Product/Literature Fulfillment, Whistleblower Hotlines and Return/Refund and Payment Processing Services.

