

LIVINGSTON INTERNATIONAL

IT'S ALL ABOUT YOU

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Livingston puts you and your
business first.

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When it comes to service, Livingston puts you and your business first.

We understand that running your business is your number one priority, which is why we've made it our priority to make sure your customs process is as easy and smooth as possible. In fact, our entire service structure is built around you and the way you do business, because we know how critical it is for you to get your goods across the border without costly delays.

In the complex world of cross-border trade and customs, problems are inevitable – but you can be confident that we'll do everything we can to avoid these problems. Our clients have told us they want issues resolved quickly and painlessly, and we've taken that feedback to heart by providing you with a single point of contact to ensure quick issue resolution.

Using standardized client service roles, defined processes and cutting-edge tools and technology, we deliver fully personalized client service while leveraging our many worldwide resources. It's this dedication to service excellence that allows us to put the focus on you, so you can focus on your business.

Open and ongoing communication is key

When there's an issue with a shipment, you shouldn't have to spend your valuable time chasing down information. In fact, we've put special measures in place to ensure that you get the information you need when you need it.

Whether you have a question, a specific issue or a problem, or if you just want to pass along some positive or constructive feedback, you can expect a consistent and efficient handling process regardless of your reason for calling.

Find out how Livingston can work with you as a trusted partner.



Commitment to excellence

- Our dedication to service excellence keeps the focus on you, so you can focus on your business.

Fast, accurate issue resolution – every time

There's nothing more frustrating than inconsistency. That's not a problem you'll ever have to worry about when you work with Livingston. We have standard automated resolution processes in place to take care of the most common issues you might have. Since these problems are handled the same way every time, we can ensure speedy and accurate resolution. Plus, our internal escalation processes ensure that your problems are addressed by the right people in a timely manner.

Our team is your team

Our greatest strength as a company can be found in our people. That's why we invest in ongoing training for the people you interact with every day – whether it's



issue resolution improvement or regulatory updates, our employees are constantly improving the way they work and seeking out ways to provide you with better service.

To ensure you always enjoy a consistent experience, we've created a new client service resource so you always know whom to go to when you have a question or you're faced with a challenge:

Your service coordinator

This is your primary point of contact whenever you have questions or issues to resolve. Your service coordinator has day-to-day knowledge of your business and has instant visibility to your account history as soon as you call. This person will own the resolution of any question or possible issue you may have. Your service coordinator will not only

work to solve your problem, but will also keep you fully informed of the status and resolution of the problem, from the time you call until you are fully satisfied. If your service coordinator is not available, your call will be routed to a member of your coordinator's team who will also be familiar with your account. In other words, you'll never get stuck playing phone tag or waiting for someone to return your call.

Your client service manager (CSM)

Your CSM remains your external, strategic service contact and works closely with your service coordinator. Your CSM will help identify any patterns in issues and will work to solve the root cause of any repeat problems. This person is dedicated to making sure that your service coordinator resolves issues quickly and is available to offer additional expertise when needed.

This model allows you to develop more personal relationships with your service coordinator and client service manager – so even with Livingston's extensive global reach, you always get that "local broker" feel.

Consistent experience

- You can expect a consistent and efficient handling process regardless of your reason for calling.



Our state-of-the-art tools and systems make everything easier

We're constantly investing in and upgrading our internal tools – like implementing the world-class CRM software Salesforce.com and integrating our caller ID system with client history records. We also have an additional telecommunications infrastructure to ensure you speak to someone who's familiar with your account every time you call.

It really is all about you

We believe that working with your customs broker should be a partnership, not a hassle. When you partner with Livingston, you can be sure that your interests will always come first and that there will always be someone available to help you enjoy consistent and timely issue resolution.

Livingston's dedication to customer service excellence makes your customs clearance and compliance processes a lot easier.

Contact Livingston

Have questions or need help with your shipments? Contact your account executive, write to us at: simplify@livingstonintl.com or give us a call at **1-800-837-1063**