

Customer Experience Bulletin

Brand/product:	Allegion
Date:	November 6, 2015
Subject:	Faster E-Mail Responses Now!
Contact:	Customer Care at 877-671-7011

Faster E-Mail Responses Now!

Allegion is committed to serving you and we understand that your success and our continued growth are dependent upon our ability to deliver best in class products and solutions. One of those solutions is our ability to direct your email correspondences to our skilled agents using only a few keys words.

How does it work?

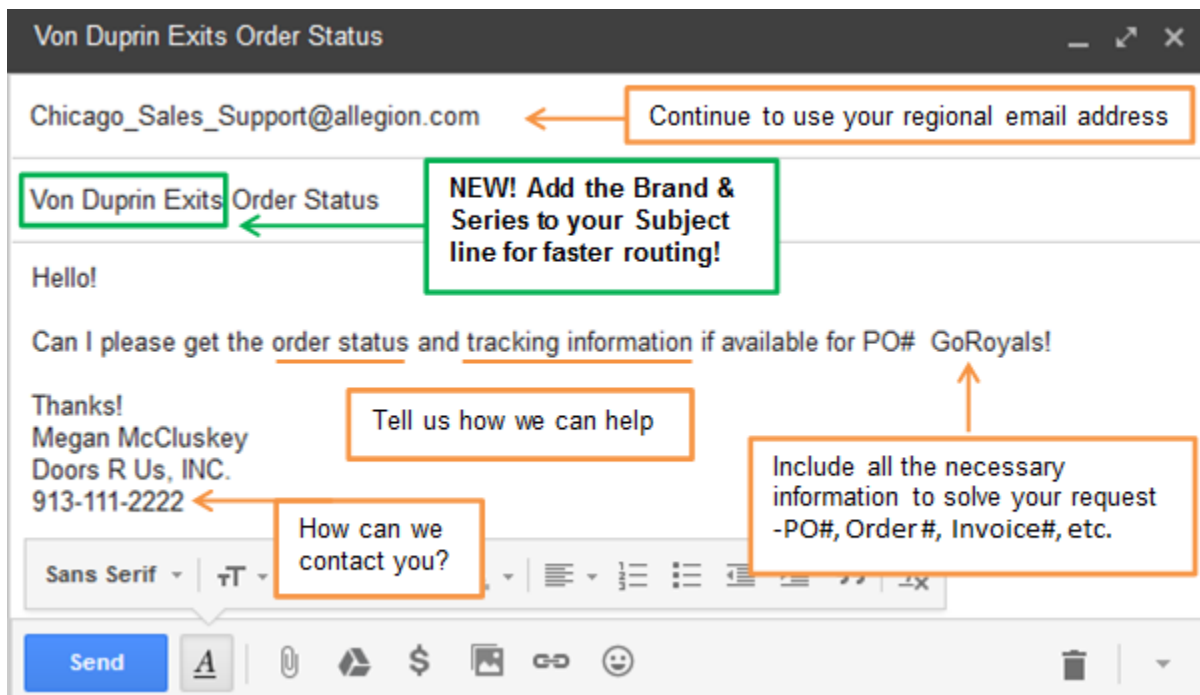
The technology instantly scans your email for crucial information about your reason for contacting Allegion and sends it to the agent or team of agents that has the highest skill level to resolve your issue. The result is...

- **Less waiting,**
- **A quicker response to your question,**
- **Accurate information the first time.**

How can I help?

- Please continue to use the same email address and communication method as you normally do.
- In the subject line, add the **Brand** and **Series** (if applicable) for which you have questions or need support; i.e. "**Von Duprin Exits**".
- In the body, include important information such as, PO, Order, or Invoice Number; and anything else you think we should know, in order to resolve your issue quickly.

Here's an example:





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We know it's important that you have the freedom to contact us from wherever and whenever you want; that's why we strive to provide the best technology and business processes to give you the best experience when doing business with Allegion.

Thank you for your dedicated support of Allegion.

For additional information, please contact Customer Care at 877-671-7011.