

Press release

Armacell Americas Insulation Business Announces New Customer Service Process Platform

- Enhances the customer experience
- Creates dedicated customer support teams
- Improves communication and departmental efficiencies

Chapel Hill, N.C. Dec. 9 2019 – Armacell announces today a new platform for its Customer Service team in Mebane, North Carolina effective Jan. 2, 2020. The new platform will enhance the customer experience as well as improve communication and departmental efficiencies.

The new approach establishes dedicated teams focused on defined tasks within the order and customer communication process. Armacell built teams for **Order Fulfillment**, **Customer Support** and **Internal Support** based on the strengths of its members and the needs of our customers.

The **Order Fulfillment** team will focus exclusively on processing purchase orders. With the elimination of other demands from this team, order entry accuracy and output will be improved.

The **Customer Support** team will focus on anything related to an order or general inquiries associated with availability, shipments, lead-times and order status. They will answer calls and closely monitor incoming e-mails, improving our response and resolution times. A dedicated team for our Spanish-speaking customers will also be maintained.

The **Internal Support** team will work as a Customer Service liaison within Armacell to handle pricing, invoice disputes, and real-time reporting. This team will allow the business to identify trends and needs sooner, while reducing the processing time of customer issues.

Each team will have dedicated contact emails, phone and fax numbers, monitored by the respective team, so all inquiries and calls will be promptly processed. Extended hours of operations to accommodate west coast customers will begin with coverage from 8:00 a.m. to 7:00 p.m. Eastern.

Team Contact Information: (Effective January 2, 2020)

Order Fulfillment: Dedicated Order Processing Team – Send all purchases here

Phone:
Email:
Fax:

Customer Support: Dedicated Support Team – All order, product availability, lead-time and order status inquiries

Phone:
Email:
Fax:

In line with Armacell's corporate value of creating a positive customer-focused culture, this new Customer Service platform will create a service-oriented customer experience that is more closely connected with Armacell's customers and markets.

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About Armacell

As the inventors of flexible foam for equipment insulation and a leading provider of engineered foams, Armacell develops innovative and safe thermal, acoustic and mechanical solutions that create sustainable value for its customers. Armacell's products significantly contribute to global energy efficiency making a difference around the world every day. With 3,100 employees and 24 production plants in 16 countries, the company operates two main businesses, Advanced Insulation and Engineered Foams, and generated net sales of EUR 610 million and adjusted EBITDA of EUR 106 million in 2018. Armacell focuses on insulation materials for technical equipment, high-performance foams for high-tech and lightweight applications and next generation aerogel blanket technology.

For product information, please visit: www.armacell.us

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