

NATIONAL AUTOMATION LIMITED



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COVID-19 CUSTOMER SERVICE UPDATE - JANUARY 2021

Dear Customer,

From all the team here at National Automation, we wish you a very Happy New Year, we hope you enjoyed the festive break and are ready to attack the new year with renewed optimism and vigour.

It's a familiar place we find ourselves in, post Christmas with the increasing case numbers, however there is light at the end of the tunnel coming in the form of the vaccine roll-out program, we just need to keep things positive and stay the course. This will end soon and life will return to normal.

Electronic Security Installers have been deemed as an essential service to the Irish economy for Urgent Maintenance and Service and as such we want to offer our customers the service and support to carry out this vital function. Indeed a large portion of our products are deployed in critical infrastructure installations including Hospitals, Doctors surgeries, Garda Stations and more.

Our thoughts and sincere best wishes remain with everyone at home and abroad caught up with the Co-Vid19 pandemic. We want to sincerely thank all the the Doctors, Nurses, Gardai and other Emergency services working and supporting the community at this time.

OFFICE VISITS / ORDER COLLECTIONS / DELIVERIES

For your safety and that of our team members, customer collections from our offices in Boyle, Roscommon and our offices in Citywest, Dublin will continue with additional safety measures in place. Please follow the local signage and direction of the team in Dublin & Roscommon.

Full PPE must be worn at all times when visiting and persons must follow local directions and distancing. We strongly encourage you to phone or email your orders ahead and to avail of courier and freight services where possible.

DPD Ireland, & Mc Govern's Freight Transport are maintaining a full Nationwide delivery service. It's vitally important your order is checked over upon delivery. Failure to record any damages visible will make it hard to reconcile if not recorded on the POD. If your consignment is damaged, mark as 'received damaged' on the POD and make contact with us.



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CUSTOMER PAYMENTS

The preference for our pay as you go customers is to use our remote payment solution - PROMMT (Powered by AIB) - whereby we can text or email a link for payment. Payment is completed via your Credit or Debit card using the secure payment system. Alternatively payment by electronic bank transfer (EBT) - Contactless credit or debit card facilities are still available in Citywest, Dublin. Payment by cash or cheque should be avoided during this increased level phase.

TECHNICAL SUPPORT / SALES TEAM / ACCOUNTS TEAM

Our Technical Support Team, Sales Team and Accounts Team are available for any query or request you may have. Everyone has full access to Company systems and are fully contactable via the normal methods. Your Area Sales Manager will still be available for prearranged Face to Face or on site meetings at your request. Distancing and PPE will be used in these meetings. They will also be using WebEx, phone and email to stay in touch.

STOCK AVAILABILITY

Given the current CoVid situation and in advance of a possible 'No Deal Brexit' we have established and activated contingency plans to ensure stock continuity across the range. This included over-provisioning our stock holding for Q1-2021. The vast majority of our suppliers are based on the continent and transit via alternative routes to the UK and we are confident in our plans around stock availability.

SUMMARY

We want to sincerely thank our Customers for your continued support and understanding during these trying times. We actively encourage you to keep the lines of communication open between you and your Account Manager. We're here to support you and your business. We're in this together and want to sincerely thank you for your continued support.

Ciarán and all the National Automation Team.

