



Tumpuna Road South, Arima, Trinidad, West Indies. Telephone (868) 643 3137, 1330, 0628, 0766, 0503, 1142. Fax (868) 643 1254

October 15, 2010

Dear Valued Customer:

**Ansa Polymer’s Order Acknowledgement System**

Ansa Polymer is desirous of increasing our service level to you. As a consequence of this we are requesting your assistance in ensuring that the official Order Acknowledgement System, set up in January 2010, works to the benefit of all.

It should be noted that Ansa Polymer must officially acknowledge ALL non-verbal orders received within one (1) working day of receipt of same. Should you not receive an official Order Acknowledgement within this stipulated time frame, kindly contact any of the following persons to confirm whether the order was in fact received:

	Name	Email Address	Contact: (868) 643 - 3137
Export	Ms. Fredrica Small	fredrica.small@ansamcal.com	Ext: 459
Local	Mrs. Debra Auguste	debra.auguste@ansamcal.com	Ext: 408
General	Ms. Nikkisha Khan	nikkisha.khan@ansamcal.com	Ext: 439

Please note **that if you do not receive an Order Acknowledgement then we cannot guarantee that your order was received** and actually processed.

We thank you for your usual co-operation and look forward to being of greater service to you in the future.

Regards,

Mr. Colin Carty  
Marketing Director,

cc. All Marketing Staff