

June 2021

CUSTOMER NOTICE

TVS SCS Melbourne relocation of office and warehouse

Dear customers,

We're excited to confirm that TVS SCS Melbourne will be relocating our office and warehouse.

The new facility boasts expanded warehousing capabilities and state-of-the-art infrastructure. This notice will provide you with:

- A new postal address for documents;
- A map of our new street address for deliveries and visitors;
- Our move schedule; and
- Information on our phone system upgrade.

New postal address for documentation

From 2 June 2021, our postal address for documentation has been changed. **The old address is no longer accepting documentation.** To ensure minimal disruption of your services, **please advise your suppliers to direct documents to:**

PO Box 5146
Cheltenham East
VIC 3192 Australia

New street address for deliveries, couriers and visitors

For satchels, transport deliveries and visitors, our street address and contact details are:

2 Northern Avenue
Moorabbin Airport
VIC 3194 Australia

T +61 3 8558 8338

E infomel.gfs@tvsscs.com

For trucks and transport deliveries, please access the premise via Grange Road entrance. For all other visitors, including couriers, please use the Northern Avenue entrance.

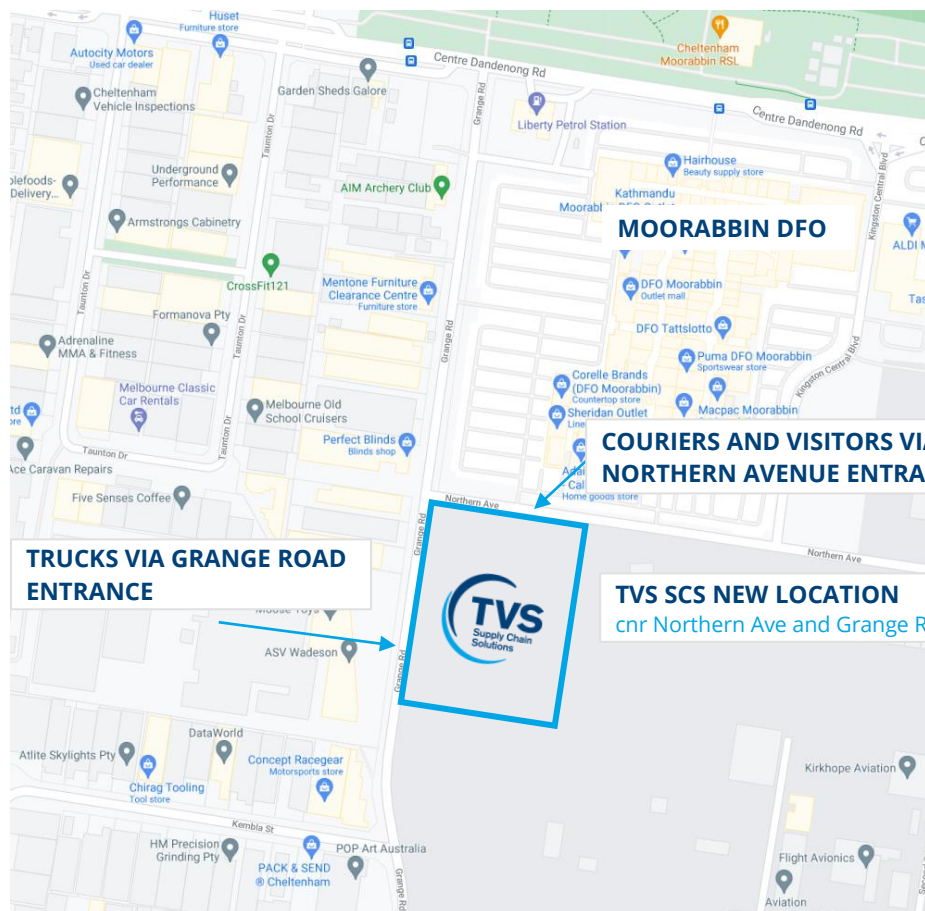
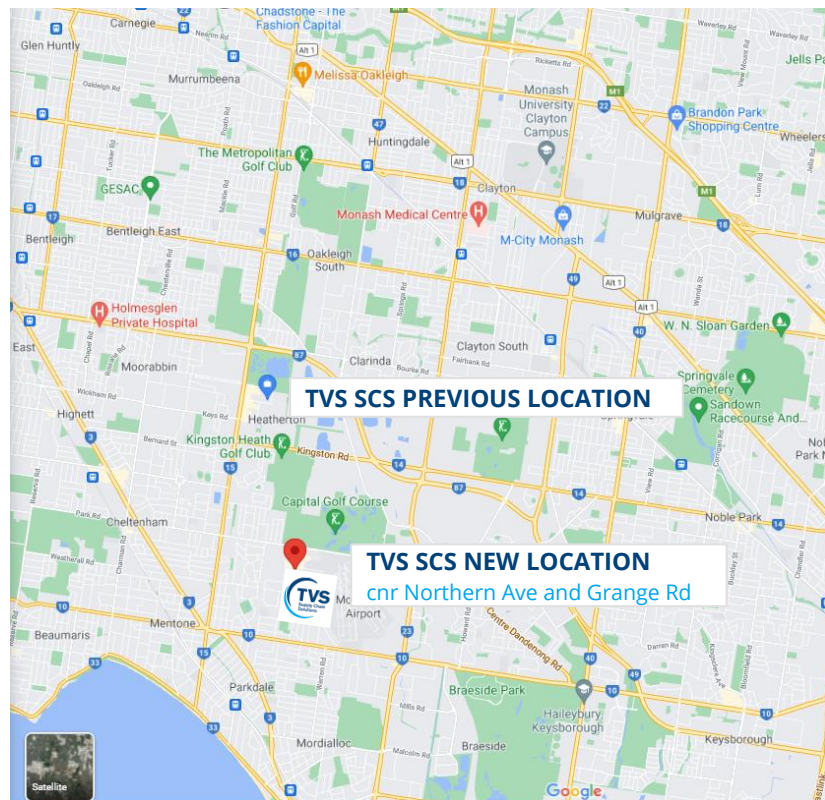
You can refer to the map on the next page for more information.

TVS SCS MEL NEW LOCATION

2 Northern Ave, Moorabbin Airport VIC 3194

Postal Address from 2 June 2021

PO BOX 5146, Cheltenham East VIC 3192



BELIEVE IN THE POWER OF US

Our moving schedule

Our **warehouse move commenced Tuesday 1 June 2021**, with existing warehouse goods taking priority. We will be carefully managing the transition between the two sites to ensure minimal disruption to your services.

For a number of our customers who have goods stored in our warehouse, please reach out to discuss key details for your specific circumstances. For deliveries and pickups during this period of time, please enquire with your customer service representative or account manager for redirection timing.

Our office-based team plans to begin attending the new office **from 15 June 2021**. However, we may continue to operate remotely as required to ensure no disruption to your services

We have also upgraded our phone system.

Our number remains the same. The new phone system allows you to reach the person you need more efficiently. When you call our office number, you will notice the upgraded system now provides you with two options.

- If your call is general in nature, please press "1" when prompted, and you'll be transferred to a customer service representative.
- If you know who you are calling for, please press "2", and when prompted, clearly say their full name to be directly transferred to this team member.

We are continuously improving our systems to drive further efficiency and better customer experience. We welcome your feedback and ask for your support as our team adapts to the new system.

If you have any other questions or need any information about the move or phone system upgrade, please contact your account manager or customer service representative to discuss how we can support you.

Kind regards,

TVS SCS GFS Melbourne Management