

Facing a Product Recall?

Let Us Handle The Calls

Most companies don't specialize in product recalls (if they did, they probably wouldn't be in business long). That's because for most companies, a product recall is unexpected and not part of normal day-to-day business. At Realtime Results, recalls are our specialty, and that sets us apart.

Realtime Results – Efficient Contact Solutions for Product Recalls

The regulatory complexities, regulations and demands on internal resources caused by a recall action can catch most organizations ill-prepared. That's why so many companies turn to Realtime Results when the unexpected comes calling.

At Realtime, we have years of experience helping organizations prepare and

manage through a product recall. We operate state-of-the-art contact center facilities in the Midwest with representatives and capacity ready to handle the influx of customer inquiries caused by a recall. From start to finish, you will find us to be a partner you can trust to care for your business with the same vigor we do our own.

Why Realtime Results?

We are a one stop solution and can customize our offerings to suit your needs. We handle all aspects of the recall process from initial planning, to collection and replacement of affected products, through consumer refunds. Highlights of our services include:

- **Providing more than 350,000 customers with direct notification** that they may have a product affected by a recall in the last year.
- Leveraging **Customizable IVR's** to provide customers with recall details 24/7.
- Using a specialized funds management accounting service that provides refunds direct to customers. **We have processed in excess of 1,000,000 payments on behalf of our clients.**
- Using a highly available database server infrastructure to securely capture and store customer information while providing our clients with immediate access to customer records.
- **Operating exclusively from domestic facilities with U.S. employees** with multi-lingual, multiple site support.

Complete Recall Services from Notification to Completion

We provide comprehensive services including:

- Strategic planning for product recall and safety programs.
- Notice design and implementation.
- Recall claims processing.
- Product recovery, reclamation and fulfillment services.
- Check issuance and funds management.
- Web-based and contact center assisted customer registrations.
- Data management and reporting.

Broad Product and Industry Experience

Realtime Results has coordinated recalls for diverse products, industries and government agencies including:

- Consumer Goods – Cookware & Kitchen, Clothing, Tools, etc.
- Manufactured and Industrial Products
- Automotive Products and Parts
- Medical Devices
- Heating and Ventilation Products
- Consumer Electronics



Extensive Recall Experience and Services

At Realtime Results, we offer a soup-to-nuts suite of recall services. Let us show you how we can let you focus on your business and let us handle the calls and the confusion.

Detailed Recall Services Include:

Product Recall and Class Action Settle Administration

- Product Recall publication and registration center
- Class action settlement site
- Product liability recall and safety notification
- Claims administration and tracking
- Consumer registration
- Funds management
- Service provider network management
- Preparation of government reports

Web-based Consumer Registrations

- Fulfills notice requirements of various safety and settlement programs
- Companies have their own proprietary page with program information for consumer registration
- Companies receive registrations daily, weekly or other time intervals
- Documents can be posted for consumer review or download
- Site can be utilized for full notice and fulfillment programs
- Increases consumer response rates and effectiveness of recall program

Business Services

- Project management
 - Assisting clients with program design
 - Managing direct mail
 - Database management
- Sensitivity to client interests
- Bilingual outsourcing
- Crisis communications
- E-mail notifications of website registrations
- Confidentiality agreements govern all work

Company Snapshot:

- US-based operations; 50,000 sq. ft. of production space and 500 seat capacity.
- Robust network and telephony infrastructure and capacity.
- Over 1,000 available representatives to handle calls.
- Strong professional consulting and in-house software development team.
- Experience with manufactured and industrial products, automotive, product parts, medical devices and process controls.

Quick Facts

- We provide dedicated teams or shared resource options.
- We offer flexible pricing including time-based or per call options.
- We've handled recalls for hundreds of companies and industries.
- We have years of expertise in working directly with the Consumer Product Safety Commission (CPSC).



Connect With Us Today For Efficient Recall Solutions

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