

**Yes! Please Send Me My
FREE Personalized
Lease Rewards® Card
and/or a Vitamin Catalog**

Please fill out the following information
to receive your FREE card and/or catalog:

Customer's Name:

Name to be Printed on Card:

(Place Address Label Here) or Print Address:

Account Telephone Number:

()

I would like to receive a *Lease Rewards*® card
for big savings on prescription drugs and vision
and hearing care.

Yes No

I would like to receive a Vitamin Catalog with
big savings on vitamins, nutritional supplements
and personal care items.

Yes No

Please cut out this section along the dotted line
and place in the return envelope with your bill.

You will receive your *Lease
Rewards*® Program Welcome
Kit within 10 business days.
Please allow up to four
weeks for the vitamin catalog
which will arrive in a large
white envelope.



**Look for Your
Free 2016
Calendar
Inside!**

QLT-126730

LEASE
News & Views
Fall 2015

**Customers Are Our
Top Priority**



Staying in Touch
from Kathy Sullivan

Welcome to another issue of *Lease News & Views*. This issue is dedicated entirely to you—our valued customers. We may not say it often enough but we want you to know that we appreciate you very much. All of us at QLT know that leasing your telephones and telephone accessories is a choice. We value and appreciate that you choose to partner with us. That is why we are dedicated to not only offering you quality products that meet your needs but also assuring you that all of your leased products are completely covered by our Lease Service Benefits. No matter the reason, we will replace your leased product. At QLT we pride ourselves on the exceptional customer service we offer our customers. We treat you the way we'd want to be treated—with the utmost respect and care. Our customer service representatives are courteous and knowledgeable and go through rigorous training to be able to assist you and answer your questions when you call the Customer Helpline.

Because you are a valued QLT customer, we also offer you the opportunity to take advantage of our popular and FREE *Lease Rewards*® card. It's available to you just for being a valued customer and with it, you can save on Prescription drugs and Vitamins as well as Vision care and Hearing care. Getting started is just a phone call away at 1 (888) 831-4311 or by signing up with the attached form in this issue of *Lease News & Views*. Get your free card today and start saving!

As a small token of appreciation for your patronage, we have enclosed a 2016 calendar for your convenience. We hope that you will use it and think of us when you do. Have a wonderful 2016!

Sincerely,

Kathy Sullivan, CEO

**Drop us a line with any questions or comments.
We would love to hear from you!**

Laurie Bahnatka
QLT Consumer Lease Services
3 Wing Drive, Suite 100
Cedar Knolls, NJ 07927

Or, if you prefer, you may email
Laurie at info@qltcls.com.



Word Search: Offering Our Customers Great Service

Different Ways to Describe Our Products/Services

| | |
|---------------|------------------|
| Quality | Superior |
| Top Notch | Flexible |
| Awesome | Dedicated |
| Convenient | Customer Service |
| Guaranteed | Rewards |
| Unconditional | |



E C I V R E S R E M O T S U C
 D T F L E X I B L E W N L C V
 E O R T V D T M T D P A O L T
 E P N M G K E V Z K N N J B V
 T N R L R Q M D M O V J J R L
 N O L O J T Y L I E V Q E N N
 A T M B I T M T N C M W Z T W
 R C J W I R I I A B A L R R M
 A H N L L D E W R R P T D Z W
 U R A J N N E P D Y L G E Q T
 G U L O T S L S U V P D J D P
 Q T C N O T W J G S R Z T Y M
 R N P M Y Q L L B J R N M R B
 U X E B Z R N N D K Q D J B L

Customers Are Our Top Priority

You are our top priority. Without you, we wouldn't even be in business. We don't ever forget that you have entrusted us with the great job of helping you stay in touch with your family and loved ones. That is a huge responsibility and one that we treat with the utmost respect. That's why all of our customer service representatives go through extensive training, learning about our customers, how to provide outstanding customer service, details about the services we provide and the varied features of our leased telephones and telephone accessories, before they can greet you on the phone and address your specific needs. Not only that, they also go through periodic follow-up training to guarantee that they are best able to answer your questions in a timely and courteous manner.



Products that Meet Our Customers' Needs:

When you partner with QLT Consumer Lease Services, you get to choose from an array of products that have been designed to meet your needs. Our **Classic** phones are built with solid construction in designs that are appealing and functional. Our **Signature** series take the **Classic** phones one step further with added features for your convenience. Both our **Classic** and **Signature** series phones feature real bell ringers that make it easier



to hear the phone when it rings and feature great conversational sound quality and sturdy construction to withstand heavy usage.

Our Trimline phones also feature lighted dials. Our **Signature** phones also include adjustable handset and ringer volume controls and features such as large buttons. QLT phones are durable and reliable and some include features such as Cordless Telephones, Speakerphones, Caller ID and more.

Services Designed to Give You Peace of Mind: Your peace of mind is top-of-mind for us. That's why we offer the services we do to make the leasing and replacing process as easy as possible.

Unconditional Replacement Policy: No matter the reason, we will replace your leased telephone. You will receive a same or a similar model replacement of the leased product, no questions asked! That goes for your accessories too. We will gladly replace cordless batteries, antennas, standard batteries, and answering machine tapes for the leased products—at no additional charge.

Flexible Lease Options: You can exchange your leased product for any reason and request additional or fewer features. And should you move, you can even take the leased products with you as long as you're staying in the U.S.*

Standard Next Business Day Delivery Service: We provide convenient delivery to your home or office at no additional charge. Simply place an order with us by 6 pm ET (Monday through Friday) and the product will be delivered to you the very next business day.*

*Some products (party line, hardwired, one-button telephones and ancillary products) may require special arrangements for replacement, repair or relocation. Arrangements can be made by calling our Lease Customer Helpline.
 *A model change may result in a rate change.

It's All About You, FREE Lease Rewards® Card!

We never forget that leasing is a choice and we are honored and humbled that you choose to partner with us. We know how important it is to be able to stay in touch with your family and loved ones and we take that responsibility you entrust in us very seriously. That's why we're proud to offer you our **FREE Lease Rewards®** card just for being a valued customer. The **Lease Rewards®** card is accepted at large and small retailers across the country, including the national stores listed below.

Vitamins, Supplements & Personal Care Items:

Save 20% to 60%

Available via mail order. Request your catalog using the form on the reverse side.

Pharmacies:

Save 20% to 60%

Publix **CVS** **Target**
 Plus More

Vision Care Centers:

Save 20% to 60%

PEARLE VISION **JCPenney** **Sears**
 Plus More

Hearing:

Save 10% to 20%

Hear USA Participating Providers. Call us for locations closest to you.

THREE EASY ways to get the card:

- 1 CALL TOLL-FREE 1 (888) 831- 4311 Monday - Friday, 8 am - 8 pm ET
- 2 Visit our web site at www.qtlcs.com and click on the **Lease Rewards®** link on the left side bar
- 3 Or simply fill out the request form on the reverse side of this page and mail it in with your bill payment



* **Lease Rewards®** Program Services are provided by Coverdell & Company, Inc. **Lease Rewards®** and **Save Money, Not Points! SM** are service marks of QLT Consumer Lease Services, Inc. The **Lease Rewards®** Program is not insurance, is not associated with Medicare and cannot be combined with any insurance, prescription plan or other discount or promotional offers. QLT Consumer Lease Services, Inc. makes no representations, warranties or guarantees as to the quality of the Coverdell service offers, and has no involvement in the design, manufacturing or provisioning of such offers.

Interesting Facts about Customer Service

We know how important good customer service is. Take a look at these facts:

- It takes 12 positive experiences to make up for one unresolved negative experience.
- News of bad customer service reaches more than twice as many ears as praise for a good service experience.
- It is 6-7 times more expensive to acquire a new customer than it is to keep a current one.
- For every customer who bothers to complain, 26 other customers remain silent.

Sources: www.helpscout.net; "Understanding Customers" by Ruby Newell-Legner; White House Office of Consumer Affairs

