



Welcome to our 2016 Corporate Vision

- **Provide the best possible service we can to our customers ensuring we strive for excellence without compromise.**
- **Continue to train our administration and field operatives to ensure they are kept up to date with all State Laws, Acts, Regulations and Guidelines to maximise our effectiveness.**
- **Continue the development of our in house IT management programme (eMercantile) to provide cutting edge technology to our clients, staff and field agents to ensure our clients gain valuable information on time every time and the ultimate interface experience.**
- **To maintain, embrace and exceed any compliance regimes recommended by our clients to allow us to continue to provide the best protection possible with respect to brand reputation and customer information security.**
- **To remain accessible and flexible to our clients needs.**

We look forward to servicing you and your organisation and if I can do anything to help you achieve better results for your organisation in 2016 and beyond, I extend my personal invitation to contact me at any time either by email at alex@expressmercantile.com.au or my direct phone number is (02) 8833 3300 and or mobile 0408 555501.