



April 3, 2019

Dear Supplying Sources and Trade Partners:

Re: **Grocery Operations Customer Service Contact Changes**

Grocery Operations

lcbogroceryoperations@lcbo.com
11th Floor,
1 Yonge Street
Toronto, ON
M5E 1E5



We are pleased to announce that Grocery Operations is expanding its customer service function through a collaboration with the LCBO's contact centre, **helloLCBO**. This exciting partnership will allow us to serve you, our valued supplying sources and trade partners, even better.

As the Grocery business continues to grow, **helloLCBO**, with its existing call centre infrastructure, has the capacity and specially-trained agents to handle our department's day-to-day customer support, allowing us to better allocate resources and improve overall efficiency.

The change will take effect **Monday, April 8, 2019**.

Here's what you need to know to ensure a seamless transition:

Email Contacts

As of April 8, we are phasing out the current customer service email addresses: wholesaleservice@lcbo.com and wholesalereturns@lcbo.com.

For all Customer Service inquiries, please contact **hello_LCBO** [using this web form](#).

For inquiries relating to Administration, Claims & Returns, and Form Submissions, please contact Grocery Operations at lcbogroceryoperations@lcbo.com.

We are also pleased to offer extended hours of operation to serve you better:

Monday to Friday:	8:30 am – 6:00 pm EST
Saturday:	9:00 am – 6:00 pm EST

Note that our telephone contact numbers and menu options remain the same.

With this change, the Policies and Procedures manual and all forms and user guides will be updated. Please visit our Grocery Operations website at www.lcbowholesaleoperations@lcbo.com on April 8 to download updated versions.

We appreciate that this change will require some adjustment and we are here to help. If you have any further questions, please contact us at **416-365-5842** or **1-833-840-6272**.

Please ensure that this communication is shared with all of your staff and membership affected by this change.

Thank you for your support.



Chris Dini
Director, Grocery Operations, LCBO