



**Hi there,**

We appreciate this is a very challenging time for many of our customers. We want you to know that at Coca-Cola Amatil, our teams are working around the clock to ensure we can continue to support our customers, whilst keeping our people safe and continuing to produce our beverages. You can find out more about our commitments and our COVID-19 response on our website, [www.ccamatil.com](http://www.ccamatil.com)

Following on from the Australian Government direction to pubs and clubs to close their premises and for restaurant & café customers to shift to a take-away or delivery service only, we have been reviewing options available to support our customers.

### **Customer Assistance**

Coca-Cola Amatil has established a free 24-hour customer support and counselling service to support customers who are struggling with the unprecedented impact of COVID-19. The Coca-Cola Amatil Customer Support Line is run by Assure, a trusted Amatil partner. The 24/7 support service offers confidential counselling and financial coaching and is available to all Amatil customers completely free of charge, in the strictest confidence.

*To access this service:*

Call **1800 808 374** to speak with a member of Assure's Client Support Team and book an appointment. Or you can [book online here](#). Please let the team know that you are an Amatil Customer to ensure they can register you for an appointment.

### **Postmix BIB Returns**

Based on our sales data you have purchased Postmix (BIB) product directly from us in 2020. We are now able to offer you the option to return this product (Postmix BIB only) and receive a credit.

**Please note:** We will only accept a return and provide a credit for unopened, unused Postmix (BIB) product that has a best before date of April 1, 2020 or later. Any product that is open, currently connected or has a best before date prior to April 1, 2020 cannot be returned.

To process a Postmix BIB pickup and credit we have setup a dedicated contact number via our National Sales Centre which is **1300 666 835** (toll free), please have your customer number ready. You will need to provide us with the quantity of stock by product that meets the above criteria for return. Our consultant will then arrange for a pickup of this stock, however please note this may take a couple of weeks depending on your location. We will do our best to respond as quickly as we can.

If we can be of further assistance to you, please don't hesitate to contact your Business Development Executive or Key Account Manager.

Yours sincerely,

**Mitchell Lenaghan**  
General Manager HORECA

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### **Keg Returns**

Based on our sales data you have purchased Canadian Club Draught or one of our Beer or Cider Brand Keg products directly from us in 2020. We are now able to offer you the option to return this product (Kegs only) and receive a credit.

Please note: We will only accept a return and provide a credit for full and capped kegs (this is for safety reasons). Tapped kegs cannot be returned.

To process a keg pickup and credit we have setup a dedicated contact number via our National Sales Centre which is **1300 666 835** (toll free), please have your customer number ready. You will need to provide us with the quantity of stock by product that meets the above criteria for return. Our consultant will then arrange for a pickup of this stock, however please note this may take a couple of weeks depending on your location. We will do our best to respond as quickly as we can.

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