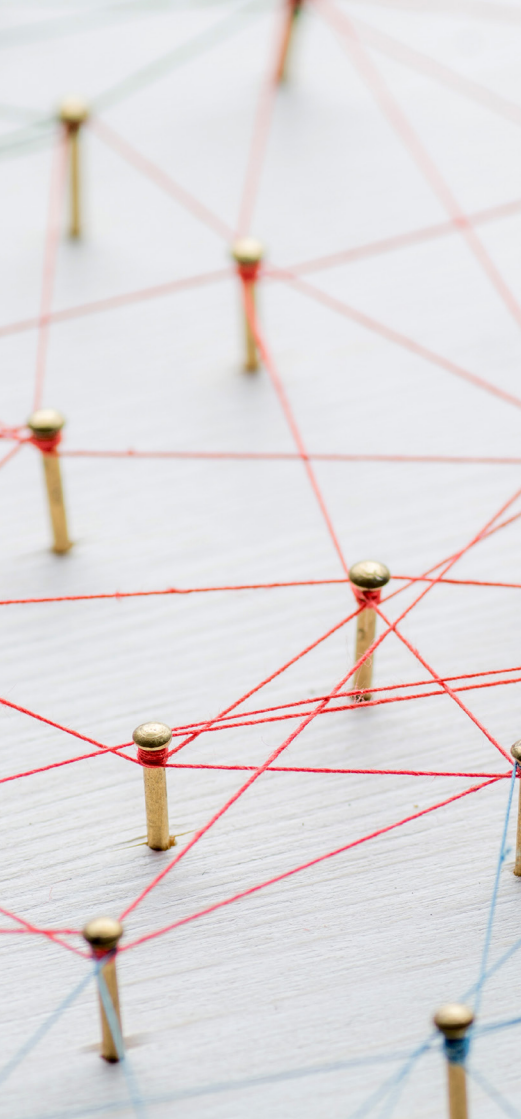


Marketpoint  
RECALL

 **Recall Results**  
A Division of Realtime Results

# MARKETPOINT RECALL & RECALL RESULTS...

...a powerful partnership for global coverage



# MARKETPOINT RECALL & RECALL RESULTS

## A POWERFUL PARTNERSHIP FOR GLOBAL COVERAGE

An increasing number of recalls that appear in the media these days have one common factor: the companies involved just weren't ready. A product recall can be one of the most detrimental events for a company and can have overwhelming consequences for both the company, its customers and the brand. That is why having an experienced partner, a robust, up-to-date recall plan, and access to global communication channels, is so critically important in a crisis situation.

Marketpoint Recall and Recall Results therefore assist companies before, during and after a crisis to minimise this damage - companies can rely on us to deliver rapid response support in the field, with sophisticated technology and a dedicated team to navigate and shorten the recovery process anywhere in the world.

## CALL CENTER LOCATIONS



## MARKETPOINT RECALL

UK based Marketpoint Recall has over 35 years international experience, with developed communication channels and sophisticated processes that cater for a wide range of industries including retail, food, medical, security and more. The Marketpoint Recall team guides businesses through a recall process, working as an extension of the business to deliver global recall response services quickly, while minimising the negative ramifications of a product recall. The company's global network of Contact Centers allows the company to handle recalls in any language. This clearly sets the company apart in the industry.

## RECALL RESULTS

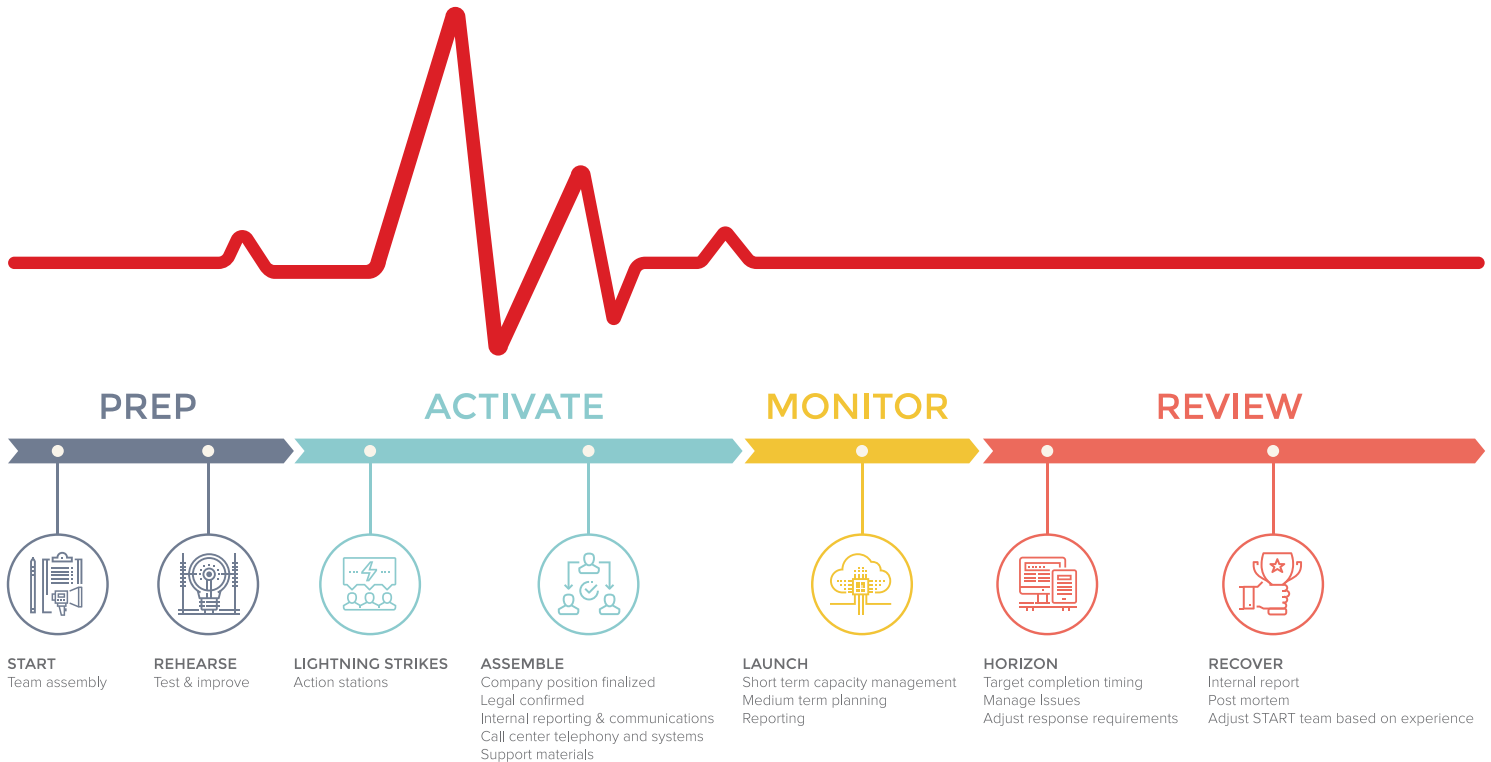
US based Recall Results provides professional product Recall Management Services across North America. Based in St. Louis, Missouri, the firm has provided advanced technology solutions for clients for over 15 years. Recall Results employs one of the strongest product recall management teams in the industry with deep industry knowledge regarding product recalls governed by the CPSC, NHTA and FDA.

## KEY GLOBAL SERVICES

- Recall communication including latest digital techniques
- Notice, design and implementation
- Online response capture
- Cloud CRM for recall data management
- Specialized phone numbers
- Interactive voice response set up
- Call center services and overflow (in country multi-lingual)
- Real-time reporting & dashboards
- Automated response tracking
- Social media monitoring
- Product handling and destruction
- Product logistics
- Storage & Destruction
- Check issuance and funds management
- Field repair service & tracking

# RECALL PROCESS

FROM START TO FINISH



# CONTACT US

## RECALL RESULTS

N. America Support



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