



We have always received excellent service from Phase as a company, and from our account manager Ian Hold. Orders are delivered promptly and nothing is too much trouble.



Israel Discount Bank

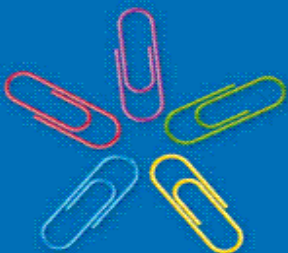
Banking on Ian's Account Management

When Ian Hold joined Phase in 2004, the Mayfair branch of the Israel Discount Bank was not far behind. Ian's relationship with the bank started some 7 years ago, and today he continues to provide them with the highest standards of customer service.

The bank is Israel's 3rd largest, and provides a wide range of financial services. IDB London started its operation in 1982 and is located in the heart of Mayfair. The bank has 33 staff in the Mayfair Office and they make no secret of the fact they transferred its business to Phase because they wanted to continue working with Ian Hold.

The key to this successful relationship is the level of service Ian provides.

The transition to Phase from their previous supplier was painless, with Ian putting in a great deal of work to ensure all went smoothly. The bank uses the Phase online system for ordering and this has simplified the buying process. With competitive prices and a fast, efficient delivery service, the bank's buyer describes the relationship with Phase as 'very good' and she is 'very satisfied'. She does not recall ever having made a complaint to Phase, a tribute to Ian Hold's Account Management.



Are you Phase AWARE?

Assessment

Working in Partnership

Advice

Resources

Experience the Difference

Phase
12 Station Road, Chertsey, Surrey, KT16 8BE
T. 01932 570 075 F. 01932 570 444
E. sales@phaseoffice.co.uk