

## What is the NAL-IKEA program?

- NAL and Installs are part of the NAL Group
- NAL performs delivery work using local contractors (drivers)
- NAL's main call center in NJ handles all clients
- Buffalo call center handles IKEA delivery and installation
- Local warehouses and NAL Dispatch also offer support for customers and drivers

North American Logistics (NAL) and Installs LLC are part of the North American Logistics Group. Installs LLC maintains a network of local contractor who perform delivery and installation services for our clients. Installs also provides call centers support for our clients, servicers, and customers. NAL provides a similar network of local delivery teams as well as warehousing services to their clients. Their NJ call center provides support to their clients and customers.

The NJ call center is made up of the Customer Service team and the Dispatch team. The CS team provides general customer service support for a variety of client. Dispatch provides assistance for our drivers. The Buffalo team provides general customer service and driver support for our IKEA customers.