



May 8, 2020

Dear Valued CRL Customers,

At CRL, delivering exceptional customer experiences is our top priority. Last week, we launched a new automated telephone system to enhance our service by connecting you with your preferred product specialist, as easily and quickly as possible.

Now you can call **1-800-421-6144** to be connected to any CRL department.

The new system features the following:

Directory Dialing- If you know your party's name or extension, press **1** and follow the prompts to get connected. If you do not know the name or extension, please proceed to language selection.

Language selection- Press **2** to speak with a specialist in English and **3** to speak with a specialist in Spanish.

Department Specialists- After selecting your language preference, you can press the following to get connected directly to a specialist:

- 1- Glazing, Automotive, Door and Window Supplies**
- 2- Shower, Security and Transaction Hardware**
- 3- Entrance Systems and Interior Partitions**
- 4- Architectural Railings and Metals**
- 5- Credit and Payment Questions**

For a quick reference guide, please download the attachment.

[Learn More](#)

At CRL we are committed to delivering consistent exceptional experiences, every customer, every time.

Thank you,

Jacquie Maples

Senior Vice President – Customer Experience