

## POWELL GROUP - FAQ CUSTOMER

### **Will the company still be called Powell Industrial?**

All Motion businesses have commenced the journey to the Motion brand. This is a phased approach and the valuable heritage brands, built up over many years, are being transitioned in a careful and respectful manner. It is expected that Powell Group will also be included in this journey.

### **Will the Powell stores be merged with the local Motion location?**

No, not in the short term however Motion continually assesses its branch network as it works to optimise its physical footprint to enable delivery market leading service and value to our customers.

### **Will any of my account terms change, including pricing, deliveries, warranty conditions?**

Nothing other than what you have normally experienced in the past.

### **Will I be able to use my account with Powell Group to make purchases at Motion locations or vice versa?**

No. Both businesses operate independently of each other and on different systems. At completion of the business integration some changes are expected. You will be notified of any changes as they take place

### **Will banking details have to change in order for me to pay my account?**

No, not at this stage.

### **Do I have to fill out another account form?**

Over time we may need to update some of our records and will communicate with customers accordingly.

### **Will I still be dealing with the same staff?**

Yes. You will still be dealing with your local staff you have relied upon and trusted over the years. It is still very much business as usual.

### **Will the same brands and products still be available?**

The plan is to continue to make the brands you have known and trusted to be available. Importantly, one of the opportunities through the Motion Asia Pacific ownership will be, access to a wider range of products and brands.

