

Dear Sir/Madam,

In our continuous endeavor to improve the quality of the service to our esteemed customers, Enercon has come up with “**E-CARE**” a new internet CRM portal for customers.

Different requirements collected through our Customer Feedback Surveys have been put together in this new customer portal. It is user friendly & easy to navigate with host of new options for you.

To make your navigation a fruitful journey please adhere to following steps:

1. Login using your allotted **login ID** and **Password**.
2. Please spare few minutes to update your contact information to the page provided. This one-time process will ensure that as our privileged customers, you keeps on receiving the uninterrupted information form our side.
3. Having received this updated information from your side, we will enable the generation view to you with in next 24 hours.

Main features of this new portal are as follows

1. Comparative Performance Reports
 - On daily basics
 - On Monthly basics
 - On yearly basics
2. Generation Reports
 - On daily basics
 - On Monthly basics
 - On yearly basics
3. The **UPCOMING** features are
 - ❖ Online Customer Feedback Survey.
 - ❖ Online Customer Complains Registration
 - ❖ Automated email system to keep you informed about the uploading status.

“ALWAYS FOR YOUR SERVICE”
(TEAM - CUSTOMER SUPPORT)