

# How to Place a Service Request From The Store

## Contact FGL Store Facilities Support



**855-344-6246**

### #1 Request

#### Call 855-344-6246

Be prepared to provide:

1. Name and contact information
2. Store number and address
3. Facility repair service needed

Leave the fixing to us! Provide a detailed description of the **issue** and we will determine the resolution.

### #2 Expect

#### Technician Arrives

FGL Store Facilities Support will contact your store regarding the service request and provide an estimated time of arrival (ETA).

Upon completion of repair work:

1. Briefly meet your technician
2. Sign the paperwork

### #3 Confirm

#### Provide Feedback

Within 48-hours of the service completion, FGL Store Facilities Support will call for feedback on your satisfaction with the service technician.

Be prepared to confirm:

1. If the repair was completed
2. How satisfied you were with the timeline of the work
3. How satisfied you were with the service technician

### Call 855-344-6246 for the following services:

- Automatic Doors
- Awnings
- Cash Counter
- Dock/Levelers
- Doors
- Electrical
- Elevators/Escalators
- Emergency & Disaster
- Emergency Lighting
- Fire Alarms
- Fire Protection
- Fire Sprinklers
- Fixtures
- Flooring - Carpet
- Flooring - Concrete
- Flooring - Tile
- Flooring - Wood
- Gates
- General Equipment
- Generator
- Glass
- Handyman
- Handyman - Exterior
- Heating Ventilation AC
- Landscaping
- Lighting
- Lighting - Exterior
- Overhead Doors
- Parking Lot
- Plumbing
- Plumbing - Sewage
- Plumbing - Water Heater
- Roofing
- Signs
- Signs - Elevated
- Violations
- Window Treatment
- Window Tinting
- Window Washing
- Windows

