

20-03-2020

Dear Customer,

At BFW, we have always placed customer support at the forefront of our commitment.

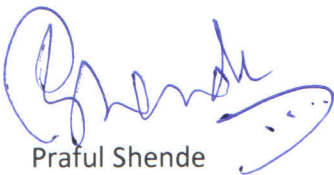
During this difficult period of Covid 19, causing operational disruptions of every institution and affecting the life of every individual, we would like to inform that we will always be in touch with you for all your service needs through varied forms of communication like Mobile, e-mail whatsapp & Video calls etc.

While our field service team is always in touch with you, **Our Centralised Customer Support Team** will be available from 8.30am to 5.30pm to provide immediate online solutions for your service needs. Please feel free to reach out to us on customer care number **7406044444** and in addition you may contact for further support **Mr. Satheesha Mestha - 9343030468 (VMC, HMC & SPM) and Mr. Venkataramana – 9513760060 (Turning Products)**

Covid 19 can be defeated by reducing human to human contact - ensuring Social distancing. Keeping in view the safety of your personnel and our employees, we are minimizing service visits only for extreme emergencies, during coming one week period from 23-03-2020 to 28-03-2020.

Seeking your cooperation & support

Thanking you,



Praful Shende

CSMO, Bharat Fritz Werner