CUSTOMER RETENTION TRACKING SHEET

Before completing this form, please ensure that the correct Customer Authorisation Form (CAF) has been faxed to ACN. The information MUST include:-

1. Representative Signature and Team ID
2. Customer's details IN FULL
3. Telephone number(s) to be transferred to ACN
4. Customer signature
5. Form dated
6. On-line reference number where required

ACN Compliance R:99

Customer Name	Phone No(s)	"Thank You" Card Sent to Customer (Date Sent)	PCL Complete Yes/No	If "no", check PCL under "Incomplete Reason Code" by clicking on Customer ID No. This will identify why customer is incomplete, and advise the action required.	If "yes", contact your customer 15 days after the completed CAF has been submitted to make the 15 day "retention" phone call (Date of call)	Sent out Customer "Thank You" and "Referral" letter (Date Sent)	Sent out promotions letter. This letter is to be sent as you progress in the business (Date Sent)	Sent out Customer Birthday Card