

Tigo expands customer service centers

Tigo (Pvt.) Ltd, is expanding its reach to valued customers by setting up customer service centers at selected IOC stations and Laugfs super markets in metro areas. The intention is to provide service at the most convenient locations to the customer.

"What better way than to provide service convenience to our Tigo customers en route" said CEO Dumindra Ratnayaka. "We constantly strive to find new avenues to provide our customers with the best service tailored around their life styles. Time is of essence and today everyone is pressed for time beating against the traffic trying to get from one destination to another. This is why we at Tigo try to get as close as pos-



sible to our customers by being present at their everyday stopover stops" added Ratnayaka.

The newly launched customer service concept 'Shop in Shop' provides almost all of the services real time, just as in our main service centre's. The services offered include

bill payments, Pre paid and Post paid SIM sales, Scratch Card and Reloads, the sale of Handsets and Value Added Services. Further to these available services, the outlet is authorized to carry Number Change, IMI Change, Phone and SIM Blocking, Scratch Card /E Pin Problem, Issuing

second SIM - Lost/Damage, Phone ID Cards Application and Migration SIM needs.

All these services are available at Laugfs Sun Up super markets: Kohuwala, Moratuwa and Maharagama as well as at IOC fuel stations at Dematagoda, Havelock Town and Bambalapitiya. These are some of the initial Shop in Shop locations.

"Tigo will be carrying out a series of promotions with added benefits on offer for our valuable customers throughout these outlets. The latest of our promotions was launched on the 5th of June for both our Postpaid and Prepaid customers" said Mr. Ratnayaka. "Almost every customer who visits our new Shop in Shop outlets will be a winner" added Ratnayaka.