

Premier Service for Large Accounts

One-to-One Servicing

Our Premier Client services are tailored for the unique needs of large accounts. As a premier client, you will have a dedicated finance specialist who will manage your account through its life: from first invoice through asset return or purchase.

This specialist develops an in-depth understanding of your preferences and processes. For you, this means a high quality, easy and positive financing experience.

Full Service, Full Satisfaction

Your Premier Client specialist will ensure your satisfaction by:

- Managing all aspects of your account through a single point of contact
- Being knowledgeable about the intricacies of your account and handling your customer service inquiries
 - We even train a back-up specialist to understand your account should you call when your primary specialist is out of the office
 - Never again will you bounce from person to person having to re-explain your unique needs
- Ensuring your invoice contains the information you require on the invoice, such as cost center numbers for different asset placements
- Monitoring payment postings to ensure accuracy
- Explaining your end of lease options and coordinating asset returns
- Training you on the extensive account information available 24/7 through our QDS customer service web portal should you ever need answers during non-business hours

Personalized Attention

With Premier Client, you receive the personalized attention and best-in-class service you expect and deserve. Take advantage of this unique servicing solution today!



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Lenovo Financial Services

Who Gets This Service?

We designed Premier Client to service accounts that typically feature:

- Financing in excess of \$250,000
- Multi-location or multi-unit installations
- Complex lease/finance structures
- Equipment added over a period of months or years
- Equipment returns staggered over months or years

Ask your Lenovo sales representative or your technology provider about using Lenovo Financial Services. Visit us at lenovo.com under "Services & Warranty."

