



April 3, 2019

Dear Grocery Partners:

Re: **Grocery Operations Customer Service Contact Changes**

**Grocery Operations**

lcbogroceryoperations@lcbo.com  
11<sup>th</sup> Floor,  
1 Yonge Street  
Toronto, ON  
M5E 1E5



We are pleased to announce that Grocery Operations is expanding its customer service function through a collaboration with the LCBO's contact centre, **helloLCBO**. This exciting partnership will allow us to serve you, our valued Grocery customers, even better.

As the Grocery business continues to grow, **helloLCBO**, with its existing call centre infrastructure, has the capacity and specially-trained agents to handle our department's day-to-day customer support, allowing us to better allocate resources and improve overall efficiency.

The change will take effect **Monday, April 8, 2019**.

Here's what you need to know to ensure a seamless transition:

**Email Contacts**

As of April 8, we are phasing out the current customer service email addresses: [wholesaleservice@lcbo.com](mailto:wholesaleservice@lcbo.com) and [wholesalereturns@lcbo.com](mailto:wholesalereturns@lcbo.com).

For all Customer Service inquiries, including Order and Delivery Status, please contact **hello\_LCBO** [using this web form](#).

For inquiries relating to Administration, Claims & Returns, Invoicing, Product Recalls and Report & Form Submissions, please contact Grocery Operations at [lcbogroceryoperations@lcbo.com](mailto:lcbogroceryoperations@lcbo.com).

**We are also pleased to offer extended hours of operation to serve you better:**

Monday to Friday:	8:30 am – 6:00 pm EST
Saturday:	9:00 am – 6:00 pm EST

**Note that our telephone contact numbers and menu options remain the same.**

With this change, the Policies and Procedures manual and all forms and user guides will be updated. Please visit our Grocery Operations website at [www.lcbowholesaleoperations@lcbo.com](mailto:www.lcbowholesaleoperations@lcbo.com) on April 8 to download updated versions.

We appreciate that this change will require some adjustment and we are here to help. If you have any further questions, please contact us at **416-365-5842** or **1-833-840-6272**.

**Please ensure that this communication is shared with all of your head office and frontline store staff affected by this change.**

Thank you for your support.



Chris Dini  
Director, Grocery Operations, LCBO