

## **MEDIA RELEASE**

27 February 2019

### **FSC TOLL FREE LINE AT YOUR CONVENIENCE**

FSC wishes to remind customers, growers and members of the public of our toll-free line – **0800 666 1972**. For any sugar related issues, FSC encourages the use of this line, as it is at no expense to the caller.



To encourage good and progressive governance, any unethical behavior or practice of our FSC employees can also be reported on the same line.

The line is manned on weekdays from 8am to 4pm. However a similar customer avenue is available on the data platform, in the form of an email address and can be reached at [feedback@fsc.com.fj](mailto:feedback@fsc.com.fj).

FSC launched this line in April 2017, in an effort to structure concerns being raised from various stakeholders.

FSC CEO Graham Clark says “the toll-free line is available for growers and members of the public to take advantage of since the service is free of charge. We want our growers and other stakeholders to use this avenue so that we continuously foster an environment of progressive change”.

Customers can be assured that all lodged concerns are tracked and escalated as required, but will be responded to within a 48 hour period. Furthermore, FSC assures customers that all concerns raised will be treated with the utmost confidentiality.

**ENDS**

For more information, please contact

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