

# VGL Solid Group becomes part of Ligentia: Frequently asked questions

## **When can customers expect to get access to new products and services?**

In the coming weeks and months we will be working with all our customers to explore ways in which we can support customers' requirements and provide access to our enhanced end-to-end service offering, over an expanded geographic reach.

## **Will there be any changes to operations?**

Finding new and better ways to serve our customers and make it easier to work with us is one of our shared goals, and through the integration process there will be opportunities to re-evaluate and improve our systems and processes. We will keep you informed of any planned changes, but for now, how we operate remains the same.

## **Will my points of contact change?**

You will continue to work with the same people you do today; our priority is to continue to provide an exceptional customer experience and for now, there is no changes to your points of contact in VGL and Ligentia.

## **Are there any plans to sunset the VGL Solid brand?**

VGL Solid Group has become part of Ligentia and the business will, in time, be rebranded to Ligentia. This will be a carefully managed transition, engaging with our customers and key stakeholders.