

JULY 2025

AB Universal Messaging

We are your answer!

BUSINESS CALLS

Important Information from AB Universal Messaging

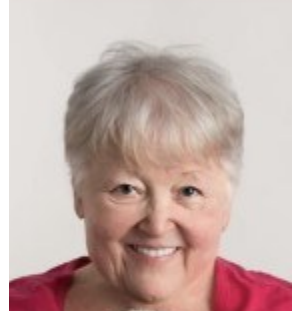
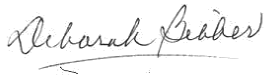
Dear Friends

July is the month of Independence Day, a time of much needed reconciliation after the bloody battles this nation endured to establish our independence. Roughly 250 years later, we are still seeing wars being fought all over the world to end oppressive regimes and settle strong differences of opinion. The horse drawn cannons have been replaced by armored tanks; and the planes and drones used today were not even imagined during our battle for self-governance. The weapons are much more sophisticated, but no less deadly. The loss of life, then and now, is simply unthinkable.

As we enjoy our July fourth holiday with parades, picnics, and parties, let us be thankful that the exploding lights in the sky are red – white – and blue and gold fireworks and not the exploding mortars being seen on the other side of the world. Let us be thankful for the voice we have in our government and try to keep our rhetoric peaceful. Yes, we have our faults, but the United States is still the country people are trying to come to.

We wish you peace and joy this Independence Day.

With Appreciation,



Life in 25 Words or Less: "If everyone is moving forward together, then success takes care of itself. "

—Henry Ford

What Have We Done For You Lately?



We are so incredibly proud of our AB universal Team! Every year their dedication to giving our customers their very best work is evident in how well we place in the quality scoring in our industry.

This year we would like to acknowledge our agents in a way that will truly show them what an important part of your business AB Universal is!

Please write something short and sweet to let them know we make a difference in your business. Give us the gift of a moment of your time and let us know your thoughts. We want to post a different comment for everyone to see when they sign in to work every day for the rest of the year!

[Click Here For Our Client Portal](#) Use our online portal to view and listen to their messages and update on call at no charge

It Is Officially Summer

Temperatures are already soaring, reaching new record highs in many parts of the country! This summer AC Units will fail, and tempers will sky-rocket when callers can't have instant service. Unprecedented heat will cause service all over the country – in every area of business to suffer to some degree.

We have made a purposeful investment in hiring agents in other parts of the country, away from our service base, with the idea that we won't all be hit with heat or hurricanes, at the same time. But who would think we'd have snow in one area while we are baking in another?

We ask for your understanding on the rare occasions when even our service might be impacted. How can you help us avoid that? Please call during a less busy time to change schedules or talk with our team for non-urgent issues. Better yet, send us an email so we can handle your requests without any distractions. We never want to hurt a customer; our goal is to help build your business! Always.



Scam Alert: Small Business Scam Alert: "United States Business Regulations Department" Letters

[Click Here to learn more](https://business.defense.gov/Resources/Scam-Alerts/) or visit <https://business.defense.gov/Resources/Scam-Alerts/>

Your Customers Think We Work for You—And They're Right



Consumer expectations for excellent customer experiences have reached an all-time high; 32% of consumers say they have stopped doing business with a company after only one unhappy incident! Unfortunately, customers are more willing than ever before to leave a brand they have been with for years; excellence must be provided by your service providers, sales reps, receptionist, and everyone in your business. The same great impression needs to be delivered by all those who act on your behalf.

Those of us at AB Universal realize we are your representatives and must provide the same warmth and professionalism that you expect of your own employees. We're diligent in providing knowledgeable, well-educated agents and conversational scripting that allows natural give and take with your callers. Make time to educate us about the types of questions we might encounter, and the best ways to handle customer inquiries so we can be true advocates for your business and your customers. We're here to help you build your business.

Call our Customer Service team today to determine how we can gently encourage your callers to elect your services over those of a competitor.



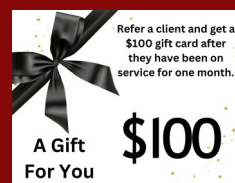
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*Happy with our service?
Drop a review on our Facebook page and
receive a \$25 credit towards next invoice*

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