

## Ebara International Cryodynamics Division Proudly Announces its New Customer Feedback Center

FOR IMMEDIATE RELEASE

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EBARA INTERNATIONAL CRYODYNAMICS DIVISION PROUDLY ANNOUNCES ITS NEW CUSTOMER FEEDBACK CENTER

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Ebara International is proud to announce that on February 1, 2010 it will launch the Ebara Customer Feedback Center (EFC). The system will be used to capture, resolve, track and report customer feedback. The system will allow EIC to effectively respond to concerns in a streamlined fashion while providing a central location where correspondence regarding feedback will be addressed. Ebara International invites and encourages customers to utilize the system to not only improve their overall satisfaction with Ebara, but to provide EIC with feedback to better improve our customer service, corrective action, and overall improvement of Ebara's product, service, and industry performance. The system can be easily accessed through Ebara's homepage at [www.ebaraintl.com](http://www.ebaraintl.com).

Ebara Feedback Center Features:

- Enterprise level customer feedback solution
- Web based customer feedback tool which allows access at anytime and anyplace in the world
- Customer web access that will track progress of customer issues to closure
- Reporting capabilities will provide Ebara a clear picture of customer satisfaction and product performance

Ebara Cryodynamics is proud to be recognized as the foremost producer of submersible pumps and turbine expanders for the ever-growing LNG and liquefied gas industries. Recently exceeding 5000 units installed aboard LNG Carriers and land based installations, Ebara is represented at the vast majority of LNG operations in liquefaction, marine transport and re-gasification applications. [www.ebaraintl.com](http://www.ebaraintl.com).

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If you would like more information about this topic or about Ebara International in General, please call: +1-775-356-2796 and request to speak with Rachel Clerico (Marketing).