



10269 NW 46 Street · Sunrise, FL · 33351 (954) 746-0165 www.pcma.com

Professional Crisis Management Association, Inc.

Public Policy Number: AAD03-PUB

Date Originally Approved: 06/14/2012

Current Version as of: 11/12/2012

Title: Contacting the PCMA Office

Policy:

It is the policy of the PCMA to provide multiple ways for current and prospective customers, as well as the general public, to communicate with the company.

Procedures:

- A) The following is the contact information for the main PCMA headquarters in Sunrise, Florida:
Professional Crisis Management Association
10269 NW 46th St., Sunrise, FL 33351
Telephone 954-746-0165, Fax 941-981-1894
pcma@pcma.com , www.pcma.com
- B) PCMA is closed during the last two weeks of every calendar year for the holidays (the exact dates vary from year to year). It is very important that customers submit materials orders and conduct any other business that needs to be accomplished before the end of the year well in advance of the annual office closing.
- C) The PCMA office is closed for lunch daily from 1:00pm to 2:00pm, Eastern time. The office is also closed on weekends, holidays and during the annual hiatus at the end of each year.
- D) Telephone Communication:
 - a. PCMA staff members monitor the telephone at the Florida office from 8:00am to 1:00pm and from 2:00pm to 5:00pm, Eastern Time.
 - b. The PCMA telephone menu provides extensions for all PCMA staff, and an extension that callers can use for immediate assistance.
 - c. Telephone extensions are also listed on the PCMA website.
 - d. If the PCMA staff member is busy assisting others when a call comes in, it is directed to voice mail.
 - e. Voice messages are returned within 48 business hours.
- E) Email Communication:
 - a. The PCMA website provides a comprehensive directory of email addresses for PCMA staff.
 - b. The general email box for PCMA customers is pcma@pcma.com. This email address is monitored daily (business days).

- F) Fax Communication:
 - a. PCMA staff members monitor the fax machine during business hours, with the exception of 1:00pm to 2:00pm, Eastern time.
- G) Online Communication:
 - a. The PCMA website includes a live chat line for the convenience of customers and the public. Although individual records cannot be looked up via the chat line, the operators can provide general information and answers to a multitude of questions.
 - b. The PCMA website also includes several ways to send email messages to PCMA staff members.

Approval Signature:

Neal Fleisig, Executive Director