

SERVICING OUR CUSTOMERS ACROSS THE U.S. WITH UNPARALLELED NETWORK:

- 2700 affiliated independent home service providers leveraging 300 parts distribution centers
- Expert product support delivering every day for end-to-end customer needs – (sale, delivery, installation, repair)



1750 Call Center Agents

AWARD WINNING CONTACT CENTERS AND SERVICE REPRESENTATIVES:

- Benton Harbor, Michigan (~500 agents)
- Cleveland, Tennessee (~ 600 agents)
- One Virtual Contact Center across 26 states (~ 650 agents) Including 30 military family members in 5 military bases in Hawaii, Kentucky, Florida, Oklahoma, Georgia



Award Highlights:

Best Contact Center, **Best** Culture, and **Best** Community Spirit in Americas and World CCW
Gold Award informational and Educational ServiceMatters.com Website .dot
Global CX Visionary most innovative in the Cloud Genesys

Caring for our customers during COVID with robust safety protocols and teams equipped to help families depending on our products to care for their loved ones.



Historical Highlight

Whirlpool Corporation established the first 24-hour toll-free customer service support program in the U.S. in 1967, and set an industry trend and benchmark for large corporations worldwide.