


Update on Payment Collection Process – Introduction of External Support

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Priority Highest

Dear Valued Client,

I hope you're well.

We are reaching out with an important update regarding our payment collection process. In our ongoing efforts to enhance efficiency and ensure a seamless payment experience, we have appointed **Lumin Edge Corporate Solution** as an authorized partner to assist us with accounts receivable activities.

What This Means for You:

Representatives from **Lumin Edge Corporate Solution** may contact you regarding outstanding payments on our behalf. They will operate with full access to the necessary information about your account and will maintain the same standards of confidentiality and professionalism that you expect from us. This change is designed to help us manage collections more efficiently and ensure that all transactions are handled promptly.

About the Process:

Any communication from **Lumin Edge Corporate Solution** will be fully aligned with our company policies and designed to offer you additional support, address any payment-related queries, and ensure that payments are processed smoothly.

Please continue to direct any general inquiries to our team, who will remain available to support you as always.

We appreciate your cooperation and understanding as we implement this enhancement. If you have any questions, please feel free to contact us directly.

Thank you for your continuous support.



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