



May 28, 2009

## **Statement by Conn's Vice Chairman Bill Nylin in Response to Attorney General Announcement**

(Beaumont) -- For the past three months, Conn's has been working closely with the Texas Attorney General's office in regard to customer concerns. We've responded to each request his office has made and have been working in good faith to resolve those concerns.

We have a 118-year history of delivering outstanding service to our customers. A current measure of our dedication to customer service by our more than 3,200 employees is our Better Business Bureau Rating. We currently receive the highest rating possible: A+. We have earned this rating based in part on the fact that, during the past year, we had 1.3 million customer transactions throughout our 75 stores in three states. The complaint rate, for all our stores, to the BBB was less than one-tenth of one percent.

We believe that our customer-focused service distinguishes us from appliance and electronics superstores, department stores and other national, regional and local retailers. Our top priority is providing our customers with a high level of customer service, highly trained and knowledgeable sales personnel, and outstanding product repair service.

We take care of our customers' needs through dedicated customer service call centers in our distribution centers, service centers and our corporate office. Additionally, as part of our continued efforts to improve our customers' experience, we recently formed the Customer Help Group, which provides our customers an additional resource dedicated to ensuring their complete satisfaction.

In Houston and in other markets, we have strengthened our service center management team and improved our customer contact by increasing the number and training for service technicians. We have also increased the number and training for call service operators. When service does not meet our expectations, we take action.

We will continue to actively work with the Attorney General. We look forward to discussing with his office the issues he raised today. We will continue our commitment to great customer service and continued customer service improvement.

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