

FEDERAGENTI (Italian Federation of Ship Agents and Ship Broker Brokers) inaugurates the new customer care project



Genoa, July 8 2009. Federagenti Yacht Section made operational the new Customer Care E-Mail for customers of yachting.

The address is: yachtcustomercare@federagenti.it

The Customer care e-mail service has been established to collect the records of clients and partners of the Italian maritime agencies to improve services in the area of yachting. The goal is to respond accurately and promptly to questions and requests of customers, to be in line with the requirements of a strategic market for Italy, such as Top Luxury yachting sector. The initiative, promoted by **Federagenti's Yacht Section**, is aimed in particular at the Captains and crews of vessels (mostly foreigners) transiting through Italian seaports or bound to Italy, but also at charter brokers and charter managers.

The tool has originated from an idea of the **President of the Yacht Section, Fabio Pesto**: a board of experts, selected among professionals in the maritime sector with a long and proven knowledge of all the dynamics of yachting will respond to all questions. Applications and reports will be used to identify and monitor the key issues raised by customers and will be a good instrument for confrontation on many issues, for Federagenti and the institutions involved in various ways and at various levels in the yachting sector.

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