

7/10/2020

## Customer Update: Aidacare and Total Mobility

### Transition of Orders to Aidacare

Dear Valued Customer of Total Mobility

We are pleased to let you know that Aidacare acquired the Total Mobility business from its owners Greg and Kim Rendell, effective from 1st October 2020.

Since then Total Mobility has continued to operate in the normal course, receiving your Purchase Orders via the same existing process and contacts via email or phone.

From **Monday 2<sup>nd</sup> November** Total Mobility Solutions (NSW) systems and processes will be fully integrated into Aidacare systems. At this point our invoices will change to Aidacare / Total Mobility invoices, so your system will need to be updated to the correct company contact and payment details please, which are:

Aidacare / Total Mobility Solutions  
Unit 10/1-11 Burns Road Heathcote NSW 2233  
Phone: 02 9520 1866

**Direct Deposit:**

BSB: 032134  
ACCOUNT: 121103  
BANK: Westpac  
NAME: Aidacare Pty Ltd

#### How do I place Purchase Orders now?

**By Phone** – no change. Telephone numbers all remain as before for Total Mobility.

**By Email** – Please continue to send PO's to your existing Total Mobility contact/s. We will continue to receive all emails sent to Total Mobility email addresses. Your PO will be processed as normal and you will also receive a response informing you of new contact details, to use next time. Rest assured your orders will not be missed or overlooked as we manage the transition process, but we would appreciate if you can transition to using our new contact details as soon as possible.

Two weeks later, from **Monday 16<sup>th</sup> November** Total Mobility (ACT) systems and processes will be fully integrated into Aidacare, and the same process as above will follow.

We appreciate your continued support through this transitional phase and If you have any questions, please don't hesitate to contact us.

Regards,

Grant Clark

Chief Executive Officer (Total Mobility Solutions)