



**Two families, one company...  
still the *CARRIER of CHOICE***

## **RIST & AMA Customer Q & A**

1. **How will this change in ownership impact me?**  
Aside from giving you much more in-depth Online visibility, no. We expect no changes in operations during the initial transition of the company. Over time, the implementation of new operating programs with the latest technology will continue to streamline processes between companies and improve the response time to our customers.
2. **What do I stand to gain from the deal?**  
First and foremost a larger DIRECT service scope, coupled with an improved Online footprint, and an overall better customer experience.
3. **Will service quality/ policies change?**  
The quality of service you are accustomed to will not change. With both companies integrating to more advanced software our customers will gain with enhanced services such as tracking and tracing. This will allow us to be more transparent throughout our larger network and continue to focus on being a top-quality carrier that you can depend and rely on.
4. **Will there be any staffing changes that might affect me?**  
We do not expect any changes to our employment structure. Your Account Executive/ Salesperson will remain the same. Both companies will continue to maintain their existing customer service contact phone and email addresses at this time.
5. **Who do I call if I have a problem or concern?**  
Continue to call your current Account Executive/Salesperson or Customer Service department.
6. **What is the legal name of the new organization?**  
A.M.A. Transportation Co., Inc., a wholly-owned subsidiary of RIST Transport, Ltd.
7. **Where and to whom should payments be sent?**  
Continue to process payments per usual.
8. **Are contracts, agreements, and tariffs currently in place still valid? If so, for how long?**  
All current pricing tariffs and agreements will be honored. We will notify you in advance if we plan to make any changes to our contracts as we currently do.

**If you have any further questions, concerns, or comments, please do not hesitate to reach out to your Account Executive/ Salesperson.**