

NAUTOR'S SWAN GLOBAL SERVICE IS CREATED TO ENHANCE SWAN'S CUSTOMER SERVICE EXPERIENCE

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Nautor's Swan, with more than 2350 yachts delivered since 1966, redefines its Customer Care Service by creating a new division: Nautor's Swan Global Service.

The new company, born from the merger of the existing service hubs of Palma de Mallorca, Badalona, Villefranche and Scarlino, together with the worldwide authorized service centres, has the main goal to be closer than ever to its customers and respond to all their needs, offering a 360° customer care and after-sales service to Swan Owners. *"Nautor's Swan Global Service has been conceived with the aim of creating an exceptional level of assistance to our customers with three important pillars: quality, flexibility and proactiveness. A shipyard like ours needed to make this move with thousands of yachts cruising around the world and all with different characteristics",* says Giovanni Pomati, Nautor's Group CEO.

The new company will have its own autonomy with a dedicated organization, reporting to Nautor Holding, taking advantage of the know-how and the unrivalled levels of workmanship existing in Finland and the capillary network of the brand around the world.

"We've been working very hard during the past years to find the best solution to be hand in hand with our customers, to make their cruising onboard a Swan a pleasure and a joy without worrying about anything else" states Oscar Ibanez, Nautor's Swan Global Service CEO. *"The Global Service is just that! The freedom to call us anytime for anything our customers need."*

Nautor's Swan Global Service will be a guardian angel for all the Swan owners around the world, offering refit and maintenance but also racing assistance, original spare part supply, technical consultancy and surveys, yacht management and gardiennage – in fact a total service designed to exceed the owners' expectations and enhance the Swan ownership experience.

Brand new programs will be specially devised dedicated to the restoration of the older generation Swans, as well as certified maintenance programs.