

# FCM Important Update



## Dear Valued Customer,

Delivering the best possible service every single time to our customers is our top priority and something we at FCM have always been incredibly proud of.

After 2 years of hibernation, travellers are returning to the skies and the industry is opening once again – which is wonderful news for all. As we rebuild our industry, the rapid return & volume has put pressure on the entire supply chain and as a result our service levels have temporarily dropped below the very high standards we set ourselves.

We are sincerely sorry for anyone that has been impacted by increased wait times and overall new complexity of travel and thank you sincerely for your patience during this challenging time - we are doing all we can to rectify this.

We have significantly increased our headcount, rostered staff out of hours & implemented new technology to improve consultant response times. Additionally, we are continuing with our strong recruitment drive to deliver a bolstered workforce. While we understand you want to speak with our consultants, please be reminded that our online booking technology is also available to support faster response times - with the ability to make domestic bookings online. [Please click on this link for further information & instructional videos.](#)

Returning to travel is an exciting step forward and we want your traveller's experience to be as seamless as possible. Please be assured that our teams are doing all they can to maintain the strong customer service levels that we live by and we hope to restore them as soon as possible.

We value your understanding as we emerge from the global pandemic and thank you for supporting us over the past 2 years.

**Kind Regards,**  
**Melissa Elf**  
General Manager FCM