

Effective January 1, 2008

## Key Contact Information

### For MUST Members and Participants

When necessary, MUST will be able to contact Kroll's Premier Service Center at our toll-free number and be assured quick and reliable service.

#### Kroll Customer Service:

Premier Service Center

800-433-3823 / 504-361-8989  
press option 7

FAX: 504-361-8298  
8 a.m. to 5:00 p.m. CST  
Monday – Friday  
Email: [krollpsc@kroll.com](mailto:krollpsc@kroll.com)

Our Premier Service Center Representatives have years of experience and can be relied upon to provide assistance in the following areas:

- collection site management
- specimen status
- collection procedures
- statistical data
- educational information
- supply order / fulfilment
- web-based reporting
- technical support
- invoice procedures
- invoice inquiries

#### Kroll Billing Information:

Please remit payment to:

Kroll Laboratory Specialists, Inc.  
P.O. Box 54888  
New Orleans, LA 70154  
800-433-3823 / 504-361-8989  
x248  
FAX: 504-361-5887

Accepted payment types include check or major credit card, including Visa and MasterCard.

Terms are net 30 days.

Along with experienced customer service representatives, Kroll's Ph.D.'s, chemists, biochemists, and toxicologists are available to answer any technical questions and advise on issues related to your substance abuse testing program. Questions to our technical staff will be facilitated through our Premier Service Center.

Because servicing MUST is a priority, Kroll intends to work with you to ensure your questions are answered and needs are met.