



Recently Airbox Express closed their Coronado office causing a disruption in service for some clients in the area. As it appeared, some people knew what was going on, while others showed up at the empty office wondering what went wrong. The gap left room for speculation, further fueled by conflicting information given out by phone agents who were still getting used to new procedures.

Yesterday, Aisha Thompson, the Marketing Supervisor for Airbox called to set the record straight.

Airbox Express closed its office in Coronado for operational reasons. They are working on a new market strategy. Clients are indeed receiving mail directly to their homes, delivered by Uno Express. When you receive a package from Airbox, your bill must be up to date in order to receive delivery. Bills can be paid at the Airbox office or over the phone via credit card. For more information call the main Airbox office at 304-1422. Ms. Thompson tells me there are English speaking agents available to help. If needed, you can also call her directly at 269-9774.

If Airbox Express is indeed delivering to people's homes, it would appear to present some competition for the Mail Box Etc branch in Coronado. I called Michael Poirier of MBE to ask him what he thought about the new Airbox delivery plan. Michael said, "The business of getting mail in Panama is tedious and it takes a lot of effort to get it right. There are several mail carriers in Panama and each one has their strength. We focus on getting your mail here. Our clients know where their mail is when it arrives". I asked Michael, if he was worried about losing business. "We might lose some clients, and we might gain some clients. We can offer face to face customer service in English for our North American and European clients. We are here for the

long run.”

The good news for clients at the beaches is that we have choice in mail delivery.