

Fall 2005

BPE INC. 
Business & Professional Exchange, Inc.

Our Services:

- Message Taking and Dispatch
- Text Message via Pager, Cell Phone or PDA
- Call Patching/Transfer to Any Phone
- E-Mail or Fax Delivery
- "Personalized" Voice Mail Call Screening
- World Wide Web Access
- All Calls are Recorded for Quality Assurance

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The Exchange

A Newsletter for the Clients of Business & Professional Exchange, Inc.

BPE aids Red Cross in Hurricane Katrina Disaster Relief

In the wake of Hurricane Katrina, Business & Professional Exchange, Inc. (BPE) www.bpeinc.com, has been on hand to answer the call from the American Red Cross of Massachusetts Bay.

Shortly after the evacuation of New Orleans, LA began, BPE started answering calls for the American Red Cross Hurricane Katrina Hotline.

"This was an easy transition for our agents because we already handle their disaster line after hours," says BPE General Manager Raymond P. Shaw Jr.

This "Telephone Hotline" was set up to provide telephone

assistance to the Hurricane Katrina Evacuees who had come to Massachusetts and people calling the American Red Cross to Volunteer their services.

"With access to the world wide web, our agents are able to relay the most up to date information directly from the Red Cross web site. This site is updated where there were new developments about assistance, finding missing loved ones, or even about how to volunteer. . .

The need is so great from this terrible disaster it is a blessing that we have the capability to assist those who are assisting others," states Shaw.

"Our Telemessaging agents are the core of our business and I commend all of our team members who stood by for the callers, and also those who took on the extra loads," says Shaw. "Their response demonstrates that it is our people who make Business & Professional Exchange, Inc. so strong."



**American
Red Cross**

Together, we can save a life

Help Us Help You!

The holidays are fast approaching!

Help Us Help You keep your office running smoothly.

Let us know in advance of any office closings or late openings, including snow days.

We would appreciate having your schedules in advance for the upcoming holidays; **Columbus Day 10/10, Veteran's Day 11/11,**

Thanksgiving 11/24, Christmas 12/25, and New Years 1/1.

Also, please keep us informed of any special closings along with your regular monthly schedules.

Any new staff or account updates that need to be done on a day to day basis should be faxed to our office at **978-232-8952**, no later than 4pm, so that it may be handled in a timely manner.

We know that the end of the month can be a busy time for us all, so having your schedules or any account updates early affords us time to properly review and enter the information into our system.

We are available to assist you, feel free to call any of our customer service agents 24 hours a day at **978-232-8950**.