

NFRN Connect

NFRN Connect is your helpline and is free to use 7 days a week. Handpicked and trained to the highest standards, the NFRN Connect team all pride themselves on:

- » Being the number 1 go to point to solve any news supplier query or complaint
- » Listening to and understanding your needs
- » Resolving your problems at the earliest opportunity
- » Offering further advice on any business matters or opportunities
- » Helping you take advantage of all your NFRN membership benefits - including Newspro and NFRN direct - as well as arranging store visits from our dedicated field team
- » Gaining you financial resolution and compensation.

In just 5 years, over £600,000 of members' money has been recovered from news suppliers. We know that every penny counts and that you, as a member, should not be the one who loses out because of the shortcomings of others.

Putting YOU First

Mike Mitchelson
Brampton, Cumbria



"NFRN Connect not only supports retailers with news related issues, it provides advice and guidance on any matters relating to the benefits and services available through NFRN membership and I would urge all members to take advantage of its knowledge and expertise."

Stuart Reddish
High Street News, Chesterfield



"In the past, NFRN Connect was just the place to turn to when things went wrong with your news supplier, but today, it deals with a whole range of issues, from generating you new business, saving you time, recovering losses, helping you manage ever increasing costs and, most importantly, looking after your interests in the way you need. NFRN Connect is YOUR helpline and is free of charge."

NFRN Connect: 0800-121-6376 (UK)
01-453-5822 (ROI)
NFRNonline.com



NFRN
Federation of Independent Retailers

NFRN Connect

Ali Seedat
Fountain News, Leeds



"NFRN Connect is my first point of call for any issues I have with Menzies, PayPoint, Camelot etc. I go to the NFRN Connect team for advice as they are very helpful, very supportive, very understanding and they listen to my needs. I urge all fellow NFRN members to please give NFRN Connect a call as you know at least it is fighting your corner on your behalf. Thanks to everyone on the NFRN Connect team for all their help; it is gratefully appreciated."

Barry Seymour
Everyday News, Sherburn Village



"As a small independent retailer who faces significant competition in the village from a multiple I find the help and support I receive from NFRN Connect invaluable. The NFRN Connect team are always on hand to resolve my complaints and listen to any queries that I may have. They have also opened my eyes to the wide range of benefits that are part of my NFRN membership."

TELEPHONE:
0800-121-6376 - FREE from a UK Landline
(UK) 0207-017-8880
(ROI) 01-453-5822

EMAIL: connect@nfrn.org.uk

WE ARE OPEN:
364 days per year
7:00AM - 5:00PM Monday to Friday
7:00AM - 11:00AM Weekends & Public Holidays

Putting YOU First

Brian Murphy
Head of News & Connect

"The constant monitoring of the NFRN Connect service is vital, the average time we take to answer your call is just 18 seconds. Through a weekly satisfaction survey, we are proud to be achieving the following market leading results:-"

94% of members are satisfied with the service

91% of members felt the advisor understood their needs

98% of members would use NFRN Connect again



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