

WHAT THE CHANGES AT TWHBEA MEAN TO YOU!

Lewisburg, TN – One of the top priorities at TWHBEA is to provide the utmost in customer service to its members. Recently several changes were made to strengthen TWHBEA's financial position, and these changes will impact our members.

The Personnel Committee reduced the entire staff's pay and hours by 20% or more including closing the office on Fridays. Several options for closing were reviewed but Friday proved to be the slowest day with regard to mail, phone calls, and overall registry business.

The High Point Program, implemented in 2012, will be set aside this year due to the reduction in employee hours. The staff member who handled this program is now only working two days per week.

The staff and Executive Committee will take a close look at all marketing requests to attend various breed exhibits and events. Every attempt will be made to promote our horse in all areas when possible.

Because of a reduction in employee hours, the Registry will go to an automated phone answering service. While the removal of the "personal touch" was reluctantly made, it is now important to implement this cost-saving measure. Looking to the future, we will continue to study the *Voice* magazine, to evaluate all expense items, and to further consider the possibility of relocating to a smaller facility. In these troubled times for our industry it is our obligation to research and study all possibilities.