

**TIPS Customer Support Contacts**  
**800-438-8477**

[www.gettips.com](http://www.gettips.com)

**Your TIPS Account Managers**

| Name            | Position                            | Appropriate Questions  | Extension | Email  |
|-----------------|-------------------------------------|--|-----------|--|
| Lindsey Finch   | Account Manager                     | Sales & Support issues for the following regions: <b>Alabama, Arizona, Connecticut, Montana, New Jersey, New York, Oregon, Texas, Washington, Africa, Asia, and the Middle East</b>          | 396       | <a href="mailto:finchl@gettips.com">finchl@gettips.com</a>       |
| Matt Richmond   | Account Manager                     | Sales & Support issues for the following regions: <b>Colorado, Illinois, Iowa, Kentucky, Maine, Minnesota, Nebraska, New Hampshire, and South Dakota,</b>                                    | 399       | <a href="mailto:richmondm@gettips.com">richmondm@gettips.com</a> |
| Carlos Palacios | Account Manager                     | Sales & Support issues for the following regions: <b>Alaska, Florida, Idaho, Indiana, Missouri, Nevada, North Carolina, Ohio, South Carolina, Tennessee, Latin America and the Caribbean</b> | 309       | <a href="mailto:palaciosc@gettips.com">palaciosc@gettips.com</a> |
| Kerstin Kapture | Account Manager                     | Sales & Support issues for the following regions: <b>California, Georgia, Louisiana, Mississippi, New Mexico, Oklahoma, Rhode Island, West Virginia, and Wisconsin</b>                       | 398       | <a href="mailto:kapturek@gettips.com">kapturek@gettips.com</a>   |
| Jean Bignell    | Account Manager                     | Sales & Support issues for the following regions: <b>Delaware, District of Columbia, Kansas, Maryland, Michigan, North Dakota, Pennsylvania, Virginia, Wyoming, and Europe</b>               | 315       | <a href="mailto:bignelli@gettips.com">bignelli@gettips.com</a>   |
| Laundra Craig   | Account Manager/Sales Administrator | Workshop Scheduling and Sales & Support issues in the following regions: <b>Arkansas, Hawaii, Massachusetts, Utah, Vermont, and Canada</b>   | 336       | <a href="mailto:craigl@gettips.com">craigl@gettips.com</a>       |

**Other Key Staff Members**

| Name                | Position                                | Appropriate Questions  | Extension    | Email  |
|---------------------|---|--|--------------|--|
| Richard Bowden      | Master Trainer                          | Program Content; Training Techniques                                   | 571-235-4628 | <a href="mailto:bowdenr@gettips.com">bowdenr@gettips.com</a>               |
| Adam Chafetz        | President/CEO                           | Unresolved Issues  | 325          | <a href="mailto:chafetza@gettips.com">chafetza@gettips.com</a>             |
| Trevor Estelle      | Vice President, Sales & Marketing       | Sales, Workshops, Marketing & Corporate Clients                        | 357          | <a href="mailto:estellet@gettips.com">estellet@gettips.com</a>             |
| Grace Kelly         | Texas State Liaison                     | Special projects and inquiries in the State of Texas                   | 512-410-9971 | <a href="mailto:kellyg@gettips.com">kellyg@gettips.com</a>                 |
| Aimee Mendes        | Instructional Designer                  | Program Content  | 326          | <a href="mailto:mendesa@gettips.com">mendesa@gettips.com</a>               |
| Don Miller          | Purchasing & Facilities Manager         | Shipping Issues  | 344          | <a href="mailto:millerd@gettips.com">millerd@gettips.com</a>               |
| Larry Moore         | Master Trainer                          | Program Content; Training Techniques                                   | 814-360-9602 | <a href="mailto:moorel@gettips.com">moorel@gettips.com</a>                 |
| Nick Newcott        | Technical Support Representative        | Web Site Problems, Technical/Computer Requests, eTIPS Technical Issues | 314          | <a href="mailto:newcottn@gettips.com">newcottn@gettips.com</a>             |
| Patti Parker-Forbes | Master Trainer/Special Projects Manager | Program Content; Training Techniques; Prevention Groups; Insurance     | 248-909-6290 | <a href="mailto:parker-forbesp@gettips.com">parker-forbesp@gettips.com</a> |
| Hanan Phelps        | Accountant                              | Accounts Receivable  | 339          | <a href="mailto:phelpsh@gettips.com">phelpsh@gettips.com</a>               |
| Nicole Seymour      | Government Relations Manager            | State Laws and Regulations   | 317          | <a href="mailto:seymourn@gettips.com">seymourn@gettips.com</a>             |