



## Open Letter to Adobe Customers

Adobe is committed to providing the most advanced, innovative products and services in the world. Recently, however, our customers have experienced a level of service that is inconsistent with what they expect and deserve. This is unacceptable to us and we sincerely apologize for the inconvenience this has caused some of our customers. We are working diligently – in fact, teams are working around the clock – to resolve these issues. I'd like to thank all our customers who are sharing feedback and giving us the opportunity to respond. We appreciate your loyalty, support, and willingness to make your concerns heard.

Adobe is in the process of transitioning to a new global service provider that will help grow and improve the quality of our customer service worldwide. While our new partner is a recognized leader in service and support solutions, this is a major global transition that includes bringing more than 800 new agents onboard. Clearly this process has not gone as smoothly as we had planned, and we are working to immediately remedy the situation. We are confident that once this transition is completed, we will provide customers with new and better ways to engage with Adobe using their preferred methods, helping to ensure prompt, effective customer service.

The Adobe Customer Care leadership team is monitoring our customers' experiences closely to understand and respond to the challenges you are encountering. If you experience difficulties of any kind, [contacting Customer Service](#) in your local region remains the best initial course of action; however, during this transition period, unresolved issues can also be directed to [adbecare@adobe.com](mailto:adbecare@adobe.com).

Thank you for your patience and understanding as we make this transition and work to improve our service and support operations for customers around the world.

Regards,

Lambert Walsh  
Vice President, Technical Services