



September 20, 2022

To: Customer Industry Associations
From: LDB Wholesale Operations
Re: Service update: resumption of LDB Wholesale distribution

Thank you in advance for sharing the following update with your members.

The BC Liquor Distribution Branch's (LDB's) distribution centres and wholesale customer centres have completed all orders prior to September 14 and the Wholesale Customer Centre (WCC) will inform customers when their order has been shipped.

We thank your members for their continued patience as we are currently one week behind due to the high volume. We are working additional shifts and overtime to assemble and ship the high volume of orders received; it will take two weeks or more for service levels to return to normal and delivery timelines will be delayed until further notice.

No ETAs or Delivery Windows:

We thank our customers for their continued flexibility as we will need to continue to deliver outside of normal delivery windows; we are unable to provide delivery windows or ETAs for deliveries. We will advise when we return to standard service. The WCC will notify customers once an order has been shipped from the distribution centre. We kindly ask that customers do not contact the distribution centres, please direct all inquiries to WCC at wholesalehelp@bclldb.com or call 604-775-0681 or 1-888-775-0681.

Non-stocked Wholesale Product Delays:

While we will attempt to receive and deliver non-stocked wholesale product (NSWP) as soon as possible, there will be continued delays.

We want to assure our customers that our teams at the distribution centres and wholesale customer centres are working diligently to bring service levels back to normal; however, we recognize that some customers may be frustrated during this time period.

In line with the LDB values, our teams strive for excellence in serving our customers and are committed to doing so in a respectful manner. When doing business with the LDB, we expect and appreciate that all parties will also remain professional and respectful in their interactions with our team members.

We appreciate your continued patience, support and flexibility. We will continue to provide regular progress updates to industry. Important notices will be posted on the LDB Wholesale Operations website at wholesale.bclldb.com.