



“It’s so simple to deal with Mack Financial Services – I couldn’t complain even if I tried!”

Mack Trucks Australia and Mack Financial Services together delivered a total solution to Powers Transport, a new customer who had switched over from a competitor brand to Mack. The hassle-free experience lived up to the customer’s expectations of ease and speed.

Building up trust over the years

Powers Transport, a freight and transport company in Queensland, Australia, recently took delivery of their very first brand new Mack Super-Liner, a Prime Mover equipped with a 685HP MP10 engine. It currently owns more than 20 trucks from one single competitor in its fleet, and one second-hand unit of a Mack truck.

When it comes to converting a competitor’s customer to give Mack a try, patience, perseverance, and sincerity pays off. Just ask **Les Rankin**, Mack Trucks sales representative at the VCV Rockhampton dealership, who had persistently knocked on the doors of Powers Transport for three years.

“I have been calling on Powers Transport since Nov 2013. In 2014, we looked at a seed truck*, but the contract that they were to put it in fell over. During the Christmas season last year, I was very happy to receive a call from the owner, Bill Powers, who called me to arrange a discussion about a new truck purchase after the holiday season,” says Les.

Delivering customer value through a total solution and ease of doing business

Bill Powers, Owner of Powers Transport, had heard many good things about the performance of the Mack Super-Liner and was looking forward to customising a truck to his liking. A seamless purchase experience was also very important to him.

“Just like how I ring up Mack Trucks to get a truck, I expect it to be this easy to get financing too. And I was not disappointed. On the first visit, Les came to visit me together with Mack Financial Services to understand my needs. The whole process was extremely simple and fast – the financing for my truck was approved within just one week. The customisation of my truck took a while longer, because I really get into customising the trucks I buy,” says Bill.

Elaborating on the ‘Best-in-class’ service he had enjoyed, Bill adds, “I was offered a credit line from Mack Financial Services. Now that I’ve bought my first brand new Mack truck with Mack Financial Services, it’s so easy to buy another Mack truck again without submitting all of my documents. Everything is done in one place, and I don’t even have to go to a bank to get financing for my truck. It’s so simple to deal with Mack Financial Services – I couldn’t complain even if I tried!”

** A seed truck provides the customer with the opportunity to test and validate the operation and fuel consumption.*