

The Follow-Up Services Procedure covering your product(s) will typically be provided by UL Solutions within 10 business days. Any information and documentation provided to you involving the UL Mark services are provided on behalf of UL LLC or any authorized licensee. The UL Solutions certification directory is updated with active certifications shortly after projects are reviewed and completed. Please visit <https://productiq.ulprospector.com/> to search for the certification.

Products that bear the UL Mark must be identical to those submitted to UL for evaluation and certification and must comply with the Follow-Up Services Procedure covering your product(s). Additional requirements related to the responsibilities of the Applicant and Manufacturer can be found under **Customer Requirements documents** at www.ul.com/fus.

A UL Solutions certification is a valuable marketing tool meaning your product or company has successfully met stringent requirements. We encourage you to use your UL Mark and certification in your marketing activities. We are happy to provide guidance on how best to promote your UL certification. Our [Certification Achievement Kit](#) demonstrates marketing and promotional concepts to help you best represent your UL certification.

UL Solutions is committed to providing you with an exceptional customer experience. You may receive an email from ULSurvey@feedback.ul.com inviting you to provide feedback. Your survey rankings and comments regarding the experience are important to us. We are always seeking ways to improve in any areas we can, and your feedback and comments are vital to this process.

If you have any questions, please contact me or any of our customer service representatives at www.ul.com/contact-us.

Sincerely,

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