



WELCOME TO THE NORTHWEST FAMILY!

We are grateful for the opportunity to serve you as Northwest Exterminating moving forward! The same team you know and love will continue to care for your property. We look forward to earning your trust!

Please reach out to our team if you do not see your question below.

sflcustomercare@callnorthwest / 855.789.9807

FREQUENTLY ASKED QUESTIONS

Why is Northwest Exterminating now my pest/termite provider?

Seven Hulett Environmental locations joined the Northwest Exterminating Family in December 2021, and we have been operating together since that time.

Who is Northwest Exterminating?

Northwest is a family-operated company originally out of Northwest Atlanta, GA that has been serving customers for over 70 years! We're dedicated to our mission to create healthier living and working environments through extraordinary experiences and a people-first culture. We are looking forward to the opportunity to serving you.

What changes should I expect?

Moving forward, you will see The Mouse and Northwest Exterminating on our trucks, statements, service paperwork, and more. You will be fully serviced by Northwest Exterminating! We hope to grow the list of home services available to you and continue to improve the service standard and care you receive.

What is not changing?

The same service, pricing, service options, extraordinary team, and care you've come to know and love will remain the same. While we will now be serving you as Northwest Exterminating, the same team you've come to trust will continue to serve your property with the care you expect.

Will my bill change?

No, your price will not change. You will receive statements/invoices from Northwest Exterminating moving forward, and you will have multiple payment options – check, credit card, and auto pay!

Will my service change?

No, your service and service schedule will remain the same!

Do I need to reschedule any of my services?

No, your service and service schedule will remain the same!

Where do I send my payment?

If you have not already, please register for our Customer Connect portal, which will allow you to keep your card on file and make a payment as needed! You can also request to register for Auto Pay so that you never have to worry about missing a payment.

If you prefer to pay via check, please send your check payment to your local office!

I have a payment set up for ACH. What do I need to change it to?

Thanks for keeping your account up to date. Please contact your banking institution to request the Payee Change. Your new payee will be Northwest Exterminating. The address should be 830 Kennesaw Ave NW, Marietta, GA 30060 (This is our Corporate location).

How can I reach the office?

Our office team and numbers remain the same! You can also call 855.789.9807 to reach any of our South Florida locations where a teammate can assist you.

Broward/Sunrise	954.797.7221
Pompano Beach	954.344.8686
Miami Gardens	305.952.5363
Miami/Doral	305.949.9312
Fort Myers	239.479.5289
Bonita Springs	239.443.3353
Naples	239.302.4140