

On April 1, 2012, Edgemate Inc. will be centralizing its Customer Service operation to a new Call Center located in Roaring Spring, PA. The new Call Center will accommodate West Coast customers' hours and create extended hours for all other customers.

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Effective April 1, 2012, Edgemate's Call Center will accept phone calls and orders via the following numbers:

- **Toll-Free:**    **800-458-3761**
  - **Fax:**           **814-224-5975**
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**Call Center Hours of Operation:**

- Monday – Thursday:    8:00 AM EST – 7:00 PM EST
- Friday:                   8:00 AM EST – 5:00 PM EST

The call center's hours of operation will ensure that West Coast customers will be able to reach an Edgemate Customer Service Representative until **4:00 PM PST (Monday through Thursday)** and until **2:00 PM PST on Friday**. Likewise, East Coast customers can reach an Edgemate Customer Service Representative until **7:00PM EST (Monday through Thursday)** and **5:00PM EST on Friday**.

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Edgemate prides itself in providing exceptional customer service and arguably attains the best level of customer support in the veneer products industry. As always, you can '**Expect the Best**' when you call Edgemate's highly trained Customer Service Representatives:

- **Nick Benjamin:**           Customer Service Manager  
[NBenjamin@edgemate.com](mailto:NBenjamin@edgemate.com)
- **Jodi Lascoli:**             Lead Customer Service Representative  
[JLascoli@edgemate.com](mailto:JLascoli@edgemate.com)
- **Julie Manherz:**          Customer Service Representative  
[JManherz@edgemate.com](mailto:JManherz@edgemate.com)

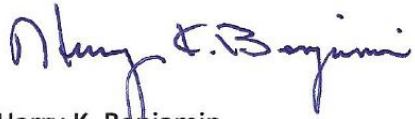
**Loren Brandt:** Director of Sales  
[LBrandt@edgemate.com](mailto:LBrandt@edgemate.com)  
**Direct:** 425-349-2150  
**Cell:**    426-349-8789

**Jeff Newman:** Sales Manager, Eastern U.S. & Canada  
[JNewman@edgemate.com](mailto:JNewman@edgemate.com)  
**Direct:** 804-614-6607

**Thank you for your business.** The last few years have been very demanding in our industry and change has become a necessity, not a choice. Edgemate will continue to ship its products from Roaring Spring, PA and Everett, WA - with a full selection of inventory at both locations. As we prepare ourselves for the long awaited economic recovery of the wood industry, our new Call Center will allow us to provide a more **modern** and **efficient** Customer Service operation.

Feel free to contact Loren Brandt, Jeff Newman, Nick Benjamin, or me with any questions or comments you may have.

Sincerely,

A handwritten signature in blue ink that reads "Harry K. Benjamin". The signature is written in a cursive style with a large, stylized initial "H".

Harry K. Benjamin  
President