

METRO

SALES INC.

April 19, 2017

Dear Valued Customer:

Pursuant to an agreement with Ricoh USA, Inc., Metro Sales, Inc. (Metro) will begin supporting your office equipment sales and service needs on May 1, 2017. We are excited about the opportunity to serve you and to make the transition a smooth one.

Metro was started by its current owner and President, Jerry Mathwig, in 1969 and became a Ricoh dealer in 1981. Today, with nearly 300 employees and annual revenues of \$80 million, Metro is one of the largest Ricoh dealers in the country. In terms of quality, no dealer has won more Ricoh Service Excellence Awards than Metro. With a full line of equipment, \$4 million worth of locally warehoused parts and supplies, a Minnesota based customer support team, and our award winning service department, Metro is ready to serve all of your business solution needs!

In an effort to make the transition as seamless as possible we've set up the following ways to contact us starting May 1:

To place a service call or order supplies 1 (855) 861-4001

Sales /Customer Support

- **Phone: 1 (855) 861-4002**
- **Email: customerserviceline@metrosales.com**

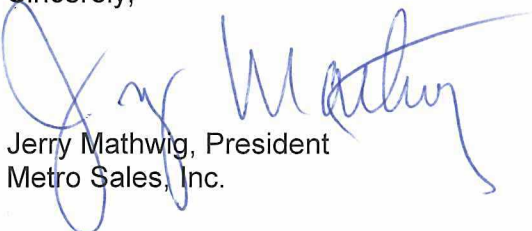
Please note:

- Metro will honor your current maintenance contract for any model of office equipment that you've previously had Ricoh do the service on. Metro will begin servicing on May 1, 2017.
- When placing a service call or ordering supplies we'll need the ID number from your machine. Metro Sales will provide new machine ID tags for your equipment as soon as possible.
- Billing and meter collection will transition from Ricoh to Metro during the 1st week of May. On or after May 8, 2017 meter readings can be sent to ma@metrosales.com
- Invoices that you received from Ricoh are due and payable to Ricoh.
- If you want to learn more about Metro visit our website at www.metrosales.com. To sign up for online ordering please click on the "client login" box at the top of the page.

A Metro Sales representative will be contacting you soon to introduce themselves, and to assist in making this transition as seamless as possible for your organization. We, at Metro Sales, strive to provide the highest level of customer service and satisfaction and are available to assist in any way that we can.

All of us here at Metro Sales are very excited to have you as a customer. We look forward to building on the combination of Ricoh's and Metro Sales' strengths and experience to achieve a long and mutually beneficial relationship.

Sincerely,



Jerry Mathwig, President
Metro Sales, Inc.