



130 Hunter Village Drive Suite D – Irmo, SC 29063 - [www.mysimplifiedoffice.com](http://www.mysimplifiedoffice.com)

June 1, 2011

Dear Valued Customer,

The decision you made to acquire a RISO product for your business is one that may have been made in the last few days or several years ago. The RISO products provide customers with high volume capabilities and high speeds not found in many technologies available today. This combined with the highly reliable nature of the ink based technology and the low operating costs associated with RISO is a true asset for many different types of businesses. You have recently learned of RISO selling the base of customers formerly serviced out of the South Carolina Branch to Simplified Office Systems. The purpose of this letter is to provide you more background information on this new relationship and what it means to you as a RISO customer.

As the owners of Simplified Office Systems, my wife and I are excited about an opportunity to invest our time, efforts, and energy in a South Carolina based company. The lifeblood of our state's economy is the growth of locally owned businesses that live, work, pay taxes, and most importantly support the families of each employee of the companies. SOS is one of these companies. From the name of our company to the commitment we have made to each employee and customer, we have thought hard and prayed harder about these decisions. Our conclusion was to do things different and simple. The company motto for SOS is "We are here to help – it is as simple as that."

A couple of key benefits we are offering our customers are on-line supply ordering, meter entry and service request for your products. SOS is also offering a 7 year – 7M copy warranty on all RISO products. We know the value of your investment and want to make sure it lasts. Fixed price programs that eliminate the need for submitting meter counts or dealing with extra bills may be a great option for you. SOS also will be offering several options for refurbished or used equipment to help stretch your tight budgets further. Our goal is to build a long-term partnership with you, our customer, by providing simple systems and programs to meet your needs.

I am personally excited about bringing a new approach to SC that is based on empowering our employees to do what is best for the customer and looking for unique products that provide consistent high quality benefits to our customers. As we expand our product offering, please visit our website, call us or simply ask a member of our team for more details.

Thank you in advance for your use of the RISO products and we look forward to serving your needs.

Sincerely,

A handwritten signature in black ink, appearing to read "K. M. Hunter". The signature is fluid and cursive, written over a white background.

**Kevin M. Hunter – [kevin.hunter@mysimplifiedoffice.com](mailto:kevin.hunter@mysimplifiedoffice.com)**  
**President**  
**Simplified Office Systems**