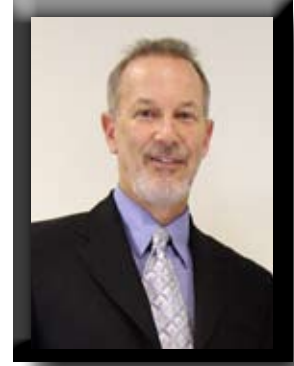


## **INDUSTRY UPDATE**

**Message from CEO, Gary Michaels**



Dear Friend,

Our industry has endured numerous changes in the 21 years ILG has served you. We've confronted and provided solutions to all of these obstacles such as advanced technology toner and chip technology all the way through the industry-threatening Prebate. We've witnessed competitors fall from grace through consolidation and inferior products. We've also witnessed first hand huge feats such as Static Control defeating Lexmark in what may become a deciding industry precedent. Through these prosperous and joyful times along with the scary and economically demanding times ILG has held steadfast to our commitment to lead with integrity.

ILG made the decision at its inception to take the quality "high" road with our products. This virtue not only defines our place in the industry, it has opened the door to thousands of mutually beneficial partnerships that stretch beyond the product inside the box. Our good name is built on relationships that are personal and have taken years to mature into true friendships. Regardless of the economic struggles, our approach to opening new relationships won't change.

I want to personally assure all who read this that ILG is reacting to our current economic debacle in a proactive way. We're transitioning OEM dealers to selling compatible cartridges as a new income stream. We have a quality statement in both monochrome and color that will help you win the available business. We're adding value through multiple distribution hubs for faster service. And, we're adding top level executive structure to advance our industry into brighter and more profitable times. Don't be fooled by the upbeat tone of this message that everything is alive and well. The economy is tougher than the industry has ever witnessed and now is the time for true leadership, quality products, quality values, innovation and a "role up your sleeve" attitude to find solutions.

I invite you to look to ILG as your USA based industry partner that will help find solutions to your unique struggles. Our industry while strong and thriving is looking for leadership. Look no further than ILG.

Sincerely,

A handwritten signature in black ink that reads "Gary Michaels". The signature is written in a cursive, flowing style.

Gary Michaels,  
CEO



### **International Laser Group**

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