

WHAT'S NEW

Customer Service Changes

August 24, 2010

To: GenFlex Authorized Distributors
GenFlex Licensed Contractors

Subject: GenFlex Customer Service Changes

This is to inform you that Shantel Jenkins has accepted the challenge of a new position within our parent company. Shantel served our customers and sales teams in the Upper Midwest, Great Lakes and Northeast Territories where she earned a well deserved reputation as a "can do" CSR. We will miss Shantel greatly here at GenFlex and wish her much success in her new position.

As a result of Shantel's move, we have realigned our Customer Service Areas as follows:

Linda Frasier will now be responsible for our customers in the Northeast, Great Lakes, Ohio Valley, Southeast, Atlantic States & South Central Territories. Linda may be reached at:

Phone: 800-443-4272 Ext. 54622
Fax: 317-853-3175
E-mail: FrasierLinda@GenFlex.com

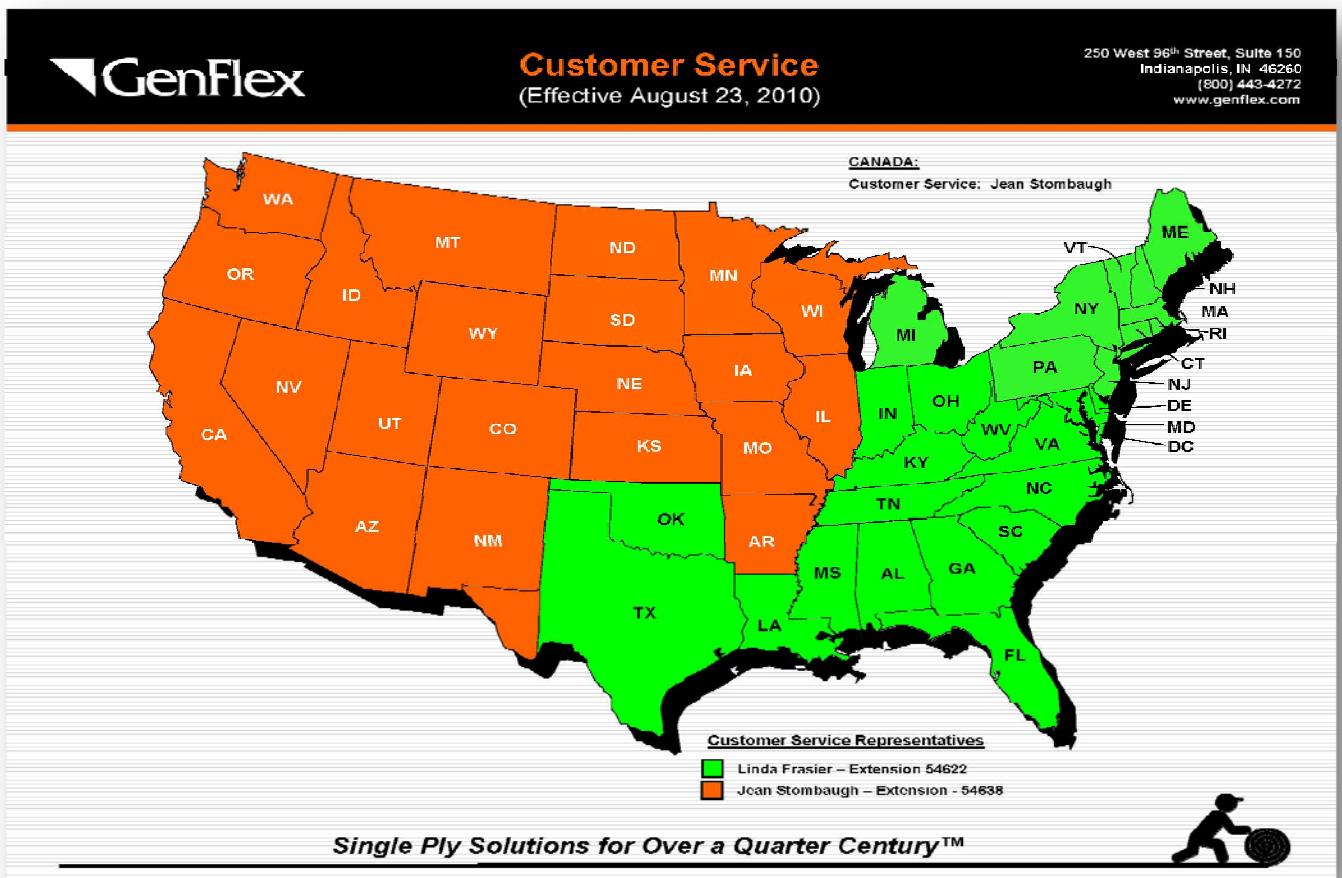
Jean Stombaugh will now be responsible for our customers in the Midwest, Upper Midwest, Northwest and West Territories, along with Canada. Jean may be reached at:

Phone: 800-443-4272 Ext. 54638
Fax: 317-428-5824
E-Mail: StombaughJean@GenFlex.com

Please note that our main Customer Service Fax Number for placing your orders is unchanged. That number is 877-777-2909.

A revised GenFlex Customer Service Map is below to identify the specific areas that Linda and Jean are responsible for. A more detailed map may be found on www.GenFlex.com.





Thank you for your continued support of GenFlex.

Sincerely,

Marty Jolly
National Sales and Marketing Manager

CC: Territory Sales Managers
Territory Sales Representatives
Internal Distribution