



KONICA MINOLTA

**Yasuo Matsumoto**  
President and CEO

Date: March 1, 2005  
To: Konica Minolta Customer  
From: Yasuo Matsumoto

Thank you for considering Konica Minolta business products for your document imaging needs. We want you to know that Konica Minolta Business Solutions U.S.A. Inc. will support our authorized dealers throughout the United States.

Our authorized dealers receive the same business products, service training, parts and supplies, advertising support and other services from Konica Minolta as do our branches and subsidiaries.

It is our policy at Konica Minolta Business Solutions U.S.A, Inc. to provide sales and service support only to our authorized dealers. All dealer service personnel have been factory trained by Konica Minolta, and therefore, are fully equipped to provide all necessary service and support to their customers. Authorized Konica Minolta dealers are required to provide ongoing certification of technicians, stock proper levels of parts and supplies, and maintain currency with all relevant Konica Minolta technical updates, which are only available to authorized dealers.

We and our dealers are grateful for your confidence. Thank you in advance for your consideration. In the event you have any questions concerning the above, please do not hesitate to contact us directly.

Regards,