DANWOOD WALES

photostatic. group

Important Developments at Photostatic.

I am writing to you personally to advise of some important developments at Photostatic. As 2nd October 2009, the business of Photostatic was acquired by The Danwood Group Ltd.

The Danwood Group is Europe's largest independent supplier of document solutions with coverage across the UK and Ireland. With 35 branches and over 300 service engineers their experience and expertise in this market is second to none. For our customers in Wales, the scope of products and services available will be greatly improved, and the increased focus will allow us to bring an enhanced level of customer service and support.

You will inevitably see some small changes and improvements over the coming months in how your account with Danwood Wales is handled as the integration takes place. We aim to keep any disruption this may cause to an absolute minimum.

I firmly believe that the integration of Photostatic into Danwood, once complete, will lead to an even higher level of customer service and satisfaction than you already experience.

We will do our best to ensure it is very much a case of 'business as usual', so any outstanding invoices or other business transactions can be dealt with by Photostatic at the normal address. A new credit account will be opened for you with Danwood and all future invoices in relation to your existing agreements with Photostatic will come direct from Danwood.

I have arranged for our service department to contact you over the next few days with contact details for our service department, however if you would like to speak with me personally regarding this matter then please do not hesitate to contact me.

Yours sincerely,

Paul Agland, Managing Director, Photostatic.

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DANWOOD CYMRU

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Datblygiadau Pwysig yn Photostatic.

Manteisiaf ar y cyfle i ysgrifennu atoch yn bersonol, er mwyn eich hysbysu ynglŷn a datblygiadau pwysig yng nghwmni Photostatic. Ers yr 2il o Hydref 2009, mae busnes Photostatic wedi ei gaffael gan Grŵp Danwood Cyfyngedig.

Grŵp Danwood yw'r cyflenwr annibynnol mwyaf yn Ewrop o ran atebion dogfennaeth ac rydym yn gweithio dros y Deyrnas Unedig ac Iwerddon. Gyda 35 o ganghennau a dros 300 o beirianwyr gwasanaeth, mae eu profiad a'u harbenigedd yn y maes yn

ddi-ffael. Bydd y cynnyrch a'r gwasanaethau a fydd ar gael i'n cwsmeriaid yng Nghymru yn cael ei ehangu a'i wella a bydd ffocws o'r newydd i sicrhau gofal cwsmer a chefnogaeth o'r radd flaenaf.

Mae'n anochel y byddwch yn gweld rhai newidiadau a gwelliannau yn y modd yr ymdrinnir â'ch cyfrif yn ystod y misoedd nesaf wrth i'r integreiddio ddigwydd. Anelwn at sicrhau cyn lleied o amhariad a phosib yn hyn o beth.

Credaf yn gryf y bydd integreiddio Photostatic i Danwood, unwaith y cwblheir, yn arwain at lefel uwch eto o wasanaeth cwsmer a boddhad i chi.

Fe wnawn ni ein gorau i sicrhau y bydd y 'swyddfa ar agor' fel arfer, a gellir ymdrin ag anfonebau a thrafodaethau busnes gan Photostatic yn y cyfeiriad arferol. Bydd cyfrif credyd newydd yn cael ei agor i chi gyda Danwood a bydd anfonebau'r dyfodol sy'n deillio o'ch cwsmeriaeth gyda Photostatic yn dod oddi wrth Danwood.

Rwyf wedi trefnu i'n hadran gwasanaethau i gysylltu â chi yn ystod y diwrnodau nesaf gyda'n manylion cyswllt ni. Os dymunwch siarad â mi yn bersonol ynghylch y mater yma, rhydd groeso i chi gysylltu â mi.

Yn ddiffuant,

Paul Agland, Rheolwr Gyfarwyddwr, Photostatic.