

# Joint Letter to Service Customers



16 March 2022

Dear Valued Customer,

Today, we are announcing a change in our service delivery models in Switzerland. This structural change will enable Kodak Alaris to streamline operations whilst maintaining our global reach and the value we deliver to customers, which is our highest priority.

The changes are as follows: Kodak Alaris Switzerland Sàrl (Kodak Alaris) service contracts have been transferred to a local service provider.

We are very pleased to announce that Kodak Alaris and SUPAG Spichtig und Partner AG (SUPAG) have reached an agreement whereby SUPAG will acquire the Service Business contracts of Kodak Alaris in connection with Switzerland and Liechtenstein, including the existing service staff involved. SUPAG is an Authorised Service Provider (ASP) and is officially certified as such in Switzerland by the Kodak Alaris Services team. This ensures that SUPAG will be kept up to date with the latest technology and trained in all new solutions and services. As the official service provider, SUPAG will also immediately and exclusively provide all services related to warranty services for Kodak Alaris.

The Kodak Alaris Technical Services team will provide full support to SUPAG during the transition and ensure access to Kodak Alaris spare parts inventory. The current Kodak Alaris Service staff has been integrated into SUPAG. This guarantees a maintained high level of service and continuity by SUPAG. For you as a customer, there will be no changes regarding the existing processes: your known contact persons will remain, as will the familiar hotline number (0800 804 805 (German) [0800 838 587 (French)] / for repair and service enquiries).


With effect from 14 March 2022, all rights and obligations under the current service contracts of Kodak Alaris Switzerland Sàrl shall be transferred and assigned to SUPAG, which shall assume all such rights and obligations. The transferred service contracts shall otherwise remain in full force and effect and shall not be affected by the transfer and assignment. This letter constitutes the notice of the transfer and assignment of service contracts.

If we do not here from you by 29 April 2022, we shall assume that you have understood and accepted the changes set out in this letter.

Both Kodak Alaris and SUPAG are committed to making this a smooth transition for you. Please don't hesitate to contact us if you have any questions about this change.

Finally, we would like to thank you for choosing Kodak Alaris. We hope you, your families, and your staff stay healthy during these difficult times. For further information, please do not hesitate to contact the undersigned.

Sincerely,



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