



June 28, 2023

Dear Valued MCI Customer,

Re: MEGAComfort Inc. Fact Sheet for Customers

As you know, MEGAComfort Inc. (“MCI”) was acquired by SureWerx USA, Inc. in August of 2022. If you would like to review previous communications, please refer to our website, www.surewerx.com and our NEW Safety Footwear website at www.surewerxfootwear.com.

We are pleased to announce that MCI will be fully integrated into SureWerx USA effective July 17, 2023. With this announcement we would like to share some important integration facts with you.

COMPANY NAME

- MCI will now operate as a division of SureWerx USA Inc. called the ***Safety Footwear Division***.
- Attached is the W-9 for SureWerx USA Inc. for customers who need to change their systems to reflect the new legal name.
- Invoices, packing slips and other official company correspondence will begin to reflect SureWerx USA as of July 17, 2023.
- Purchase orders must be addressed to SureWerx USA Inc.
- Customers currently doing business with both MCI and SureWerx USA should consolidate all orders as SureWerx USA Inc. beginning July 17, 2023.

CUSTOMER SERVICE AND ORDER PROCESSING

- Rest assured you will continue to have exceptional customer service and our attention will always be focused on you – our partner. Put simply, our breadth of offerings has expanded along with our ability to serve your needs to support your growing business.
- Effective July 17th, 2023, all orders for MEGAComfort products will be fulfilled by our ***Safety Footwear Division*** in Portland, Oregon.
- As a ***Safety Footwear Division*** customer, as of July 17th, you will be able to order any of our other SureWerx Safety Footwear or PPE product lines. When calling into our expanded Customer Service line, be sure to specify if you are ordering safety footwear and other PPE products. The customer service specializing in SureWerx PPE safety products or Footwear products will then assist you with your order. You can contact the Safety Footwear Division Service contact numbers or SureWerx USA Inc., all our teams will be ready to assist you.
- If you have a mixed order with safety footwear and safety PPE products, your order will ship from the warehouse where product is stored which may result in two packing slips, two shipments, and two invoices.



- All documents will reflect SureWerx USA Inc. on the header.

SALES & CUSTOMER SERVICE CONTACTS

- For inquiries and to place orders for MEGAComfort, Safety Footwear and Safety PPE products or for combined orders:

Call: 888-269-4526 or 1-800-323-7402 prompt 2

Email: orders@megacomfort.com or footwearorders@surewerx.com

Visit us on the Web: www.surewerxfootwear.com or www.surewerx.com

- For Safety PPE product only inquiries please contact your sales representative or contact:

Call: 1-800-323-7402 prompt 3

Email: orders.usa@surewerx.com

Visit us on the Web: www.surewerx.com

PRODUCT INFORMATION

- Customers can now order the full line of Safety Footwear products and SureWerx PPE products from a single source, as noted above.
- Please speak with your SureWerx Customer Service representative if you have any questions or need help finding a product number or placing an order.

ACCOUNTS PAYABLE

- Payments should be sent to the “remit to” name and address listed on the invoice:

By Electronic Payment	By U.S. Mail:	By Check via Overnight Delivery
BMO Harris Bank 111 W. Monroe Street Chicago, IL 60603 Account Name: SureWerx USA Inc. Account Number: 405-9606 ABA Number: 071 000 288 Swift Code: HATRUS44	SureWerx USA Inc. PO Box 71137 Chicago, IL 60694-1137	BMO Harris Bank Lockbox #71137 SureWerx USA Inc. 141 W. Jackson Street Suite 1000 Chicago, IL 60604

- If you have already submitted payments under the previous name and remittance, you do not need to resubmit them.
- If you have previously ordered from both MCI and SureWerx USA, please update your vendor management systems to reflect the continuing name, **SureWerx USA Inc.**, for all orders and



payments starting July 17, 2023. For your convenience, customers will be able to order using either company's customer number.

- If you have questions or issues about invoice remittance or other AP matters, please contact us at arinfo.usa@surewerx.com.

EDI ONBOARDING

- EDI onboarding is underway. We expect this to be a seamless transition for EDI customers.
- For any questions related to EDI onboarding, please contact edisupport@surewerx.com.

SHARED CUSTOMERS

- If you are a customer of SureWerx USA and MCI, your sales representative will reach out to discuss any changes on your account with you prior to July 17th.

TERMS & CONDITIONS, CONTRACTS, PRICING & FEES and SALES CONTACTS

- For customers who will be experiencing a change to their existing programs and/or contract, we will reach out to customers individually the week of July 17th to discuss changes.

Our customers are important to us, and we are mindful that this transition must be as seamless as possible. Should you have any specific questions or concerns regarding the changes and transition process, please contact an Integration team leader as noted on the following page.

We appreciate your confidence in us and look forward to being your single source for premium safety equipment, including Jackson Safety[®], Sellstrom[®], Pioneer[®], KneePro, PeakWorks[®], American Forge & Foundry[®], ADA Solutions, Due North[®], K1, Nautilus Safety Footwear, Avenger Work Boots, Airwalk Safety, NEOS Overshoes, New Balance Industrial, and MegaComfort insoles.

Sincerely

Aaron Atkinson

SureWerx USA, Safety Footwear Division President



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