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November 21, 2011

Dear Easy Badges Customer,

Last week we were informed by the service provided for our on-line ID card service bureau that as of December 20th, 2011 the server that hosts this service will shut down. We apologize for any inconvenience this may cause.

Image Sales will continue to offer an ID Card Service Bureau, but you will no longer have the on-line option. You are one of only a few customers who have been using this on-line option. Because of this change, you will need to convert from our on-line to our in-house service bureau. With this option, we maintain your templates and databases in-house instead of on-line. When you need a new ID Card, instead of uploading the name and photo to the server, you will email us the name and photo; we apply it to your template and print the ID Badge.

For various technical reasons, we are unable to retrieve your templates and data from the server. This means that we will need to recreate your templates in-house from scratch. It also means that if someone needs a replacement ID Card, we will require a new photo for that person.

We would like to start the process of recreating your ID's as soon as possible. To do this, please provide us with the following:

- Copies of logos and other artwork used in your ID template.
please email these to (servicebureau@imagesales.com).

If you have any questions on this conversion process, please contact our service bureau manager, Alena Lacanglacang, M-Th, 7 am to 3 pm Pacific Time at 925-849-3418 (direct) or 800-444-1821 x 118 or by email servicebureau@imagesales.com.

Sincerely,

Paul Larsen

V.P. Technology

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