



Identify Engraving Systems Ltd, Unit 8 Windmill Farm Business Centre, Bartley Street, Bristol BS3 4DB
Tel: 0117 953 0800 sales@identify.co.uk www.identify.co.uk

10th September 2010

Dear Customer

I am pleased to tell you that on September 3rd 2010 Identify Engraving Systems Ltd was purchased by Trotec Laser Ltd a manufacturer of many types of laser engraving and cutting systems and a member of the Trodat GmbH Group based in Wels, Austria.

You may know Trodat as the manufacturer of Rubbers Stamps which has sales offices and manufacturing all over the world. Trodat is a very well established company with a long history and a substantial balance sheet.

Many of you will also know that we have been marketing and selling Epilog laser systems since October 1996 and have enjoyed a great relationship with the people at Epilog and their excellent laser systems and although we will now be selling Trotec lasers we will continue to maintain the hundreds of Epilog systems, and of course all the other non laser machines that we have in the field.

Rowmark engraving materials have always been a major part of our product range and of course we will continue to provide this as our premium product.

Trotec Laser Ltd recently acquired the assets of Suregrave after they went into receivership and therefore in conjunction with the strength of the Identify brand leading products and renowned service levels the enlarged business is well placed to provide the best possible service to its customers.

I am delighted to tell you that I have been asked to head up this new organisation and I look forward in the future to working with our enlarged team where we will all be striving to be as good as we can possibly be! The new business will be called Identify – Suregrave and for the time being at least none of your contact points will change.

I also want to say a special thanks to all the great people at Identify for their hard work and diligence over the last 14 years and without whom the business would not have come this far!

This is a busy time for everyone but I want to be sure that any concerns or questions that you have are dealt with and so I have included my email address stephen@identify.co.uk for this purpose.

Thank you for being an Identify customer

Yours faithfully

Stephen Jater