



70 Bearfoot Road - PO Box 840
Northborough, MA 01532-0840
Tel 508-393-7660
Fax 508-393-8203
www.thehopegroup.com

August 1, 2018

NAME CHANGE NOTICE. PLEASE DISTRIBUTE.

Hope Air Systems and Sorensen Systems are now The Hope Group, a division of KLX Inc.

Dear Valued Customers:

Effective August 1, 2018, as a part of a consolidation of The Hope Group's three entities into one business, Hope Air Systems and Sorensen Systems are now being called **The Hope Group**, a division of KLX Inc. We will continue to operate our business with the same personnel, policies and procedures.

Hope Air Systems and Sorensen Systems inherited The Hope Group's CAGE Code, DUNS number, and TAX ID number as a result of the January 19, 2018 acquisition of The Hope Group/Hope Air Systems/Sorensen System by KLX Inc. There will be **no further changes** as a result of this name change. Additionally, all contacts with whom you conduct business are otherwise unchanged.

Please do not hesitate to contact your representative with any questions.

ACTIONS REQUIRED BY YOUR COMPANY

Please update your records and financial systems to reflect Hope Air Systems and Sorensen Systems new name, The Hope Group, so that purchase orders, invoices, and other applicable documentation can be processed as usual. Additionally, we ask that your organization:

- Update an existing internal supplier codes from "Hope Air Systems" or "Sorensen Systems" to "The Hope Group"
- Update Approved Supplier Listings to reflect "The Hope Group" name
- Submit all correspondence reflecting the new name

We request that you distribute this message within your organization to ensure the necessary awareness. Thank you for your continued partnership. We look forward to serving you as The Hope Group, a division of KLX Inc.

Mark Ferland
Vice President / General Manager
The Hope Group, a division of KLX Inc.



QUESTIONS & ANSWERS

Existing & New Orders

- 1. What about pre-existing purchase orders issued to Hope Air Systems or Sorensen Systems?**
Any PO issued to either Hope Air Systems or Sorensen Systems before the name change will be honored. Orders shipping on or after August 1, 2018 will display “The Hope Group” name. Further, any payments should be made to ***KLX Inc. d/b/a/ The Hope Group.***
- 2. Will existing contracts have to be amended to reflect The Hope Group or KLX name?**
No, Hope Air Systems and Sorensen Systems have simply changed its name. You will still be conducting business with the same company. All contractual obligations with Hope Air Systems and/or Sorensen Systems will remain in place and will not be affected by the name change. Further, your current customer account number will remain the same and your statement of balance will simply reflect the name change.
- 3. Do I send my orders using the name The Hope Group?**
Yes, please place orders using the name The Hope Group.

Communications & Points of Contact

- 1. Will emails change?**
Yes, the new email format for Hope Air Systems and Sorensen Systems employees will be *JSmith@thehopegroup.com*. However, emails sent to existing Hope Air Systems and Sorensen Systems addresses will automatically forward to the recipient for some time.
- 2. Where should I send payments?**
Please continue to pay to the remit to address on the invoice. Further, any payments should be made to ***KLX Inc. d/b/a/ The Hope Group.***
- 3. What is the correct name to use in:**

Contracts & agreements?	KLX Inc. d/b/a The Hope Group
Payments?	KLX Inc. d/b/a The Hope Group
Invoices/Orders?	KLX Inc. d/b/a The Hope Group
Marketing & branding?*	The Hope Group, a division of KLX Inc.

**Marketing and branding encompasses trade shows, email signatures, phone greetings, voicemail messages, business cards, brochures, websites, etc.)*