



ResellerClub Statement on the recent mailer sent to NEO's Customers and Resellers:

Firstly, we'd like to apologize to all those inconvenienced by the email that was sent out to all your Resellers and Customers. We'd like to clarify to your customer base that this email was sent by the ResellerClub team and that NEO was not involved in the process. A mail was sent to NEO informing them that such an email would be sent out and NEO did clarify that they did not want it sent to their customers. However, due to a lapse in internal coordination, this message didn't reach the concerned team in time and the email was sent out.

We agree that the entire mailer campaign could have been planned better and executed with more caution in terms of allowing a default opt-out and unsubscribe option and assure you that we will look into this immediately to prevent such a recurrence in the future. Once again, we'd like to clarify that the intention was not to spam customers; bad judgment and manual errors on our side led to the problem you faced. We sincerely apologize for what happened and assure you of our continued cooperation to fix the issues at hand.

Thank you.
Yours sincerely,

A handwritten signature in black ink, appearing to read "Shridhar Luthria".

Shridhar Luthria
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