

## Global Thermal Paper Update Price Increase Announcement

November 7, 2017

On behalf of the Iconex Companies, I would like to provide additional information to our customers regarding the circumstances that are impacting the global thermal paper market.

Due to the chemical supplier closures, thermal paper supply is being impacted on a global basis. With no definitive date for the chemical suppliers to resume production, Iconex's highest objective continues to be ensuring adequate supply for all our existing customers.

Since the middle of September, we have taken several proactive steps to obtain thermal paper. We are working collaboratively with several chemical companies in conjunction with the mills to identify new sources for leuco dye as well as purchasing in new geographies. Thus far we have been successful in securing adequate paper supply, however, we are paying a premium to ensure availability.

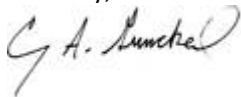
As a result, we need your partnership to continue to execute this critical supply strategy. Although these events are beyond Iconex's control we are announcing a global increase of 15% on all direct thermal paper grades. The new pricing will be effective with orders shipped on or after December 4, 2017 for all Iconex Companies. This necessary increase allows us to cover our costs and to serve you, our customers.

I am personally committed to managing the situation as market conditions evolve. We will continue to be proactive in providing real-time communication so that we can all plan effectively to deal with these uncontrollable circumstances.

Your Iconex sales representative will be in contact as additional information becomes available. As always, you can also find the latest market information at [www.iconex.com](http://www.iconex.com), [www.ritemade.com](http://www.ritemade.com), and [www.pmcompany.com](http://www.pmcompany.com).

We appreciate your valued business and continued support!

Sincerely,



**Craig A. Gunckel**  
Chief Executive Officer

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