

June 21, 2011

Dear Valued Customer:

Source Direct is constantly striving to improve our business processes and tools to provide the most efficient and robust total customer experience in the industry. To that end, I am excited to announce the roll out of our new customer portal and incident tracking system.

You'll see some changes over the coming days in the ticket number format and the online customer portal. If you should have any questions about how to use the portal, please do not hesitate to contact your account assigned engineer.

The old link to our customer portal will redirect you to the new one. If you would like to bookmark the new portal, you may do so by going to sourcedirect.com/portal.

We value your security. All of the customer passwords in our legacy ticketing system are encrypted, and cannot be migrated to the new ticketing system. Each user in the new ticketing system has been configured with a random password to start with, which will need to be retrieved using the "forgot your password?" link at the [portal login page](#). Once you have received your new password, you can choose to keep it as it is, or you can change it from the "My Profile" tab in the customer portal.

As always, you can feel free to contact our support line at any time by dialing 877 503 9800.

Thank you for your business and for choosing Source Direct.

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