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Date: Tuesday, January 20th, 2009

Dear Sertapak Customer:

Earlier today, Sertapak Inc. voluntarily filed for and was granted protection under the *Companies' Creditors Arrangement Act* ("**CCAA**") in the Ontario Superior Court of Justice ("**the Filing**").

Sertapak has been adversely affected by the downturn in the global economy and the current credit crunch. In particular, the decline in the automotive market has resulted in a significant drop in orders, disruptions in cash flow and a slower return on our sizable 'Structures' investment. In this difficult environment a breathing space is the best possible alternative for the long-term interests of Sertapak Inc., its customers, employees, creditors and other stakeholders.

The Filing provides a stable platform on which Sertapak can restructure, reduce overhead by consolidating operations and provide the opportunity to strengthen our financial position to move forward as a going concern. Most importantly, Sertapak will remain in control of its activities and operations subject to the supervision of the Court. We are very pleased to advise we will continue to be supported by our historic banking partner and have secured additional financing through a factoring arrangement. As a result, there will be no interruption in our day-to-day activities.

This period of adjustment will allow us to restructure and continue with our diversification plan, already well underway. With your support, it will allow us to retain our knowledge capital, provide continuity of employment and strengthen our ability to create innovative, yet cost effective designs.

As an important part of your supply chain, our responsibility is to remain viable and we have taken this major step to allow us the time to reorganize to better position the company for the future. The Sertapak team is committed and capable and with your continued partnership we are confident we will achieve success.

We will be in touch with you over the next few days to answer any questions and provide further details.

Thank you again for your support in these trying times.

