

Dear valued customer,

After much consideration and deliberation, I have made the decision to accept Lincoln Sentry's offer to purchase FHS Australia (FHS AUST).

This decision was a challenging one given the successful business we have grown into, largely attributed to the loyal support of customers like yourselves. For this, I want to say thank you.

As one of Australia's leading specialty hardware distributors, Lincoln Sentry will be familiar to many of you. They are well-known for their long-standing investment in the industry, and their globally-sourced innovative premium quality products. And when you couple this with their value adding sales, service and branch network across 23 locations nationwide, I am confident the change in ownership of FHS AUST will be a positive experience.

Most importantly, Lincoln Sentry recognise and value the relationships FHS AUST team members have with our customers and they are keen to ensure these close connections continue.

Lincoln Sentry's acquisition of FHS AUST is due to be completed 7 April 2025.

To ensure an easier transition once the acquisition is completed, we have set up your new Lincoln Sentry Account so that your projects and your ability to order the products you need are not disrupted.

A Lincoln Sentry salesperson is currently being arranged to assist you. They are excited to support and work with you for all your hardware needs.

If you have current product orders in place, please note the following:

- **For products fulfilled before 7 April 2025**, you must pay FHS AUST in accordance with FHS AUST's standard trading terms.
- **For products ordered before 7 April 2025**, Lincoln Sentry will fulfill the order and you must pay Lincoln Sentry in accordance with Lincoln Sentry's standard trading terms
- **For products ordered after 7 April 2025**, Lincoln Sentry will fulfill the order and you must pay Lincoln Sentry in accordance with Lincoln Sentry's standard trading terms

If you have any questions or queries, please do not hesitate to contact Lincoln Sentry's National Customer Support Centre (NCSC) on 1300 551 919. The NCSC team are available Monday to Thursday (6:30am - 6:30pm AEDT), Friday 6:30am - 4:30pm.

Finally, please accept my sincere thanks for your loyal and committed support of FHS AUST.

Kind regards

Mark Turner
Director FHS Australia