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March 29, 2011

Dear Customer:

As our colleagues in Japan continue to recover and rebuild, let me take this opportunity to thank you on their behalf for the outpouring of support.

We have been working closely with our partner, Fuji Xerox, to address the effect of the earthquake and tsunami on our people and business, and to better understand any potential interruption to the availability of our equipment, parts and supplies.

We were relieved to learn that all Xerox and Fuji Xerox people in Japan are accounted for and are safe. Furthermore, since all of Fuji Xerox's key sites and manufacturing operations are in the Tokyo area or regions south and west from where the earthquake hit the hardest, our facilities were not damaged.

In addition to Fuji Xerox, we do business with a number of partners and vendors in Japan. We are working with our colleagues there to fully comprehend the impact of the recent events on our supply chain while also working to mitigate any disruption in our ability to supply product to you. It is an ongoing process and we expect our assessment to evolve as additional information becomes available. Through the efficiency and breadth of our supply chain network, we will do our best to ensure that your needs are met.

Communication with you remains a priority. We will continue to provide timely and updated information as we know more.

Sincerely,

A handwritten signature in black ink, consisting of a stylized, cursive 'A' followed by a large, sweeping flourish that extends to the right.