

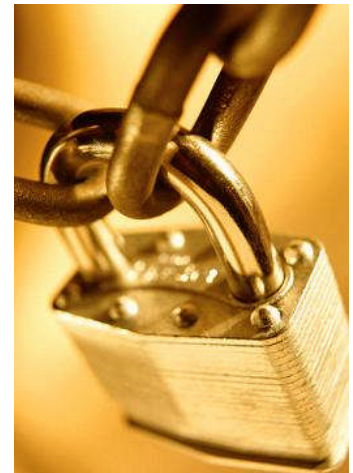
Secure Competitive Trade-in Program for MFPs

May, 2010

What You Need to Know to Protect Your Data.

A CBS news story recently detailed the unfortunate compromise of customer data stored on the hard drive of several multi-function printers (MFPs). Since this story aired, several Xerox customers have been understandably concerned. They want to know what features and functions are available on their current MFP equipment to ensure that their data is not compromised. And most importantly, they want to know how to dependably remove customer data from their machine at the end of its useful life.

The solutions to this challenge are many. Some systems have disk encryption or 3-pass disk overwrite software available on the machine. These systems are fully protected against data compromise if the features are utilized. However, most in-place systems at customer sites do not have these features on the systems. In these instances, customers are generally advised to either upgrade the machine with a security kit or to pay to have the hard disk removed prior to leaving the customer's facility. In either case, it's an expensive and time consuming process that customers have not incorporated into their budgets.



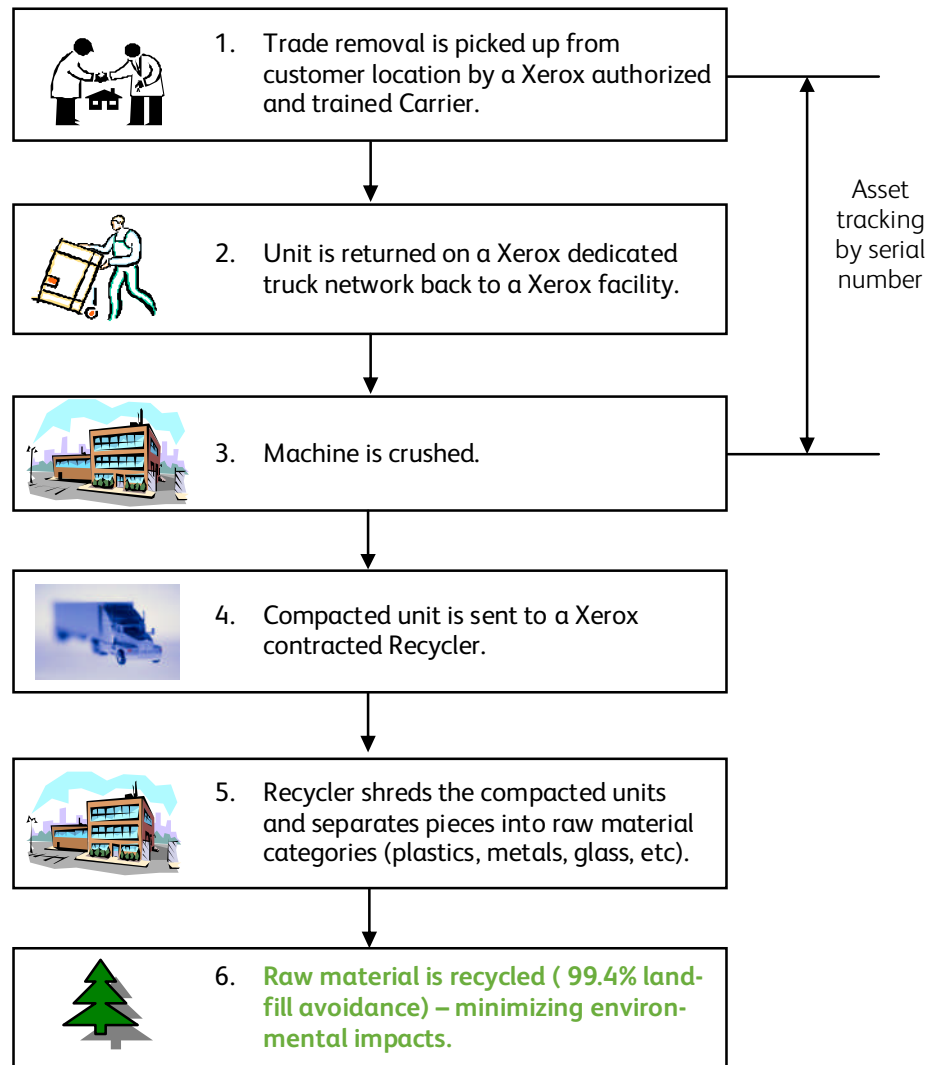
A Competitive Trade-in Option to Address MFP Security Concerns.

If a customer trades their competitive equipment with Xerox as part of a new MFP implementation, Xerox will crush the equipment making any residual customer data inaccessible. The Xerox process will involve crushing the hard drive to prevent retrieval of any residual data on the machine. The Xerox process includes pick-up of the competitive equipment from the customer site and maintaining custody of the unit until it is dropped off at the destruction facility. Xerox tracks the equipment while it's under our control to ensure the integrity of the process until the unit is crushed. This process will give our customers "peace of mind" that their data is protected if their current non-Xerox equipment is traded for new Xerox equipment. Additionally, virtually all new Xerox MFP equipment comes standard with 128-bit AES disk encryption as well as 3-pass disk overwrite features to ensure that our customer's data is protected from day one on their new equipment.

If you have any additional questions about the process, please contact your Xerox direct sales representative. This offer is valid for transactions generated through the direct Xerox sales organization and does not apply to resellers or equipment dealers channels including Global Imaging Dealers. The offer does not apply to acquisition of used equipment.

Xerox is highly confident in the integrity of this process which includes "end to end" tracking of each device in our inventory systems by asset serial number. This tracking capability allows us to find equipment at any time in the process. However, we cannot take responsibility for actions outside of our control such as acts of God or criminal acts that could impact the destruction or custody process. The Xerox process is described in more detail on the next page.

Equipment Trade — Xerox Reverse Logistics and Asset Disposal



Frequently Asked Questions

Q: Will Xerox give me a written guarantee that my data has been destroyed?

A: The intention of this offer is to give Xerox customers a no cost, very high confidence solution for ensuring their data has been rendered inaccessible. We believe this offer provides that confidence without adding expensive tracking/auditing/sampling processes. Xerox is reviewing additional cost options should a customer have the need for both a high level of confidence in the destruction process combined with a very high degree of auditing.

Q: What size equipment will this offer apply to?

A: The offer will apply to any Office and Production MFP equipment that is part of a valid competitive trade to a new Xerox unit. This would typically include most BW production units up to 150 ppm and most color production units up to 70 PPM. Please check with your Xerox sales rep if you have any questions about your specific trade unit.