



RICOH AMERICAS CORPORATION
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Arthur L. Mahony
Region Vice President
Eastern Region
Ricoh U.S. Division

July 20, 2009

Dear Savin Dealer,

As you all know, Andy Vincent has decided to resign from RAC and pursue other interests. Andy was a loyal, dedicated, professional and will be missed by all his co-workers and the dealer community and we all wish him continued success in the future.

I am delighted announce the appointment of Jon Palermo to the position of Region Manager for Savin brand business in the East Region. Jon has close to 20 years experience, including key sales and management positions within the dealer community and RAC. His 10 years at Ricoh include 5 years as a color products specialist supporting our dealers in the East. His most recent position was with our IKON team as a Senior DSM. Jon is energetic, support oriented, highly knowledgeable of technology, and always motivated to succeed. His official start date is August 3. In the interim I will continue to handle the RM responsibilities.

Reporting to Jon are Paul Vitale and Laurie D'Agostino, DSMs, Paul Pereira, SPM, and Regina Oates, MASM. This group along with Kim Peart, DSM, Claude Jacobs, Region Support Manager, and his team, Jayne Moran, Bob Newton, and Andrew Young, will form the core of your sales and support team going forward.

I want to thank you for your business, loyalty, and patience over the last 15 months with all the changes we have experienced. We now have a strong, stable team in place and we will work hard to provide coordinated, quality support in the future.

Please feel free to contact me with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Art Mahony', is written over the word 'Sincerely,'.

Art Mahony, Vice President
Eastern Region
Ricoh Americas Corporation
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