



June 11, 2007

Reference: Formtek Online Support

Formtek Customers & Partners,

Formtek is pleased to announce an enhancement to our **Customer Support Program** with the release of **Formtek Online Support**. Formtek Online Support is a web-based application for submitting and reviewing Customer Service Requests (CSRs) online. This application is only available to customers and partners that have an active Maintenance and Support Contract.

With Formtek Online Support, you can submit a new CSR to our Customer Support group, or view and append existing CSRs. As a real-time application, your new CSRs and updates are quickly made available to Formtek's Customer Support personnel. Additional features are available to assist you with your Formtek | Orion system, such as the ability to track the history of a CSR, view the online knowledge base, and download product patches and documentation.

As an active maintenance and support customer please see URL below.

Formtek Online Support URL: <http://support.formtek.com/Login.asp>

When you log on to Formtek Online Support for the first time, please take a moment to review your profile. The password provided is for temporary use only. For security purposes please change your password.

If you have any difficulty with your Formtek Online Support account, or have any issue with the website, please email us at [support@formtek.com](mailto:support@formtek.com) or call the Formtek Customer Support Hotline at 1-800-2-GET-ANSWERS or 1.800.243.8267.

Sincerely,

Formtek Customer Support