



February 14, 2005

Dear Valued Customer,

In an effort to provide you, our valued customers, with the best possible service and convenience, EMRO USA Effective Microorganisms has entered into an agreement with EM America. EM America will service all sales and marketing of our products for the Continental United States as of February 1st, 2005. EM America is made up of a team of experienced individuals in the fields of wastewater, agriculture, animal husbandry, human health, and Activated EM•1® services.

For your convenience, a new **toll free** customer service line has been put in place to receive orders, comments, questions, and suggestions. Phones will be open from 9am to 7pm central time, Monday through Friday. The new toll free number is **(866) 369-3678**. The EMRO USA number will be for product quality concerns and shipping issues.

Our website is being redesigned and will be completed by the end of February. The online store will remain the same until a new system is put in place. You will still be able to access the online store through the same web address: [www.emrousa.com](http://www.emrousa.com).

Please get to know this group of talented individuals. They would like to learn what your experiences are with Effective Microorganisms™, EM•1®, EM-X, and EM Ceramics to help you have better success with these wonderful products. Tell them what you need or would like to see available.

Please spread the word to friends and family and help us make the Earth Saving Revolution happen!

Thank you,

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