

## GVI – Samsung Questions

### What prompted the decision to discontinue the GVI / Samsung relationship?

In October of 2009, Samsung Electronics announced the sale of their CCTV business to Samsung Techwin (STA), a sister subsidiary in the Samsung group of companies. When Samsung merged their two security divisions effective Jan 1, 2010, we structured an agreement with STA whereby we could mutually serve the Americas. Unfortunately, we have found that, despite our best efforts and intentions, the approach introduced too much conflict and did not work effectively for our customers and our companies. Therefore a mutual decision was made to terminate our agreement. Effective January 1, 2011, GVI Security will no longer be selling and supporting Samsung products.

### What will be the last day to order Samsung product through GVI?

GVI will accept orders for Samsung product until December 30, 2010. Our relationship with Samsung will end officially on January 1, 2011.

### Who do I order Samsung product from in the future?

Samsung will be servicing the Americas market directly in the future. You may contact them at 877-213-1222 or 310-632-1234.

### What happens to product orders I have on backlog on Jan 1st?

If you have an open order as of January 1st, GVI will be contacting you directly with the status and your options.

### How will Samsung provide warranty after Jan 1st?

GVI will continue to receive products returned under warranty thru December 30, 2010 with a proper RMA. Effective January 1, 2011, Samsung will be processing and receiving all warranty returns directly. Please contact STA at 877-213-1222 or 310-632-1234 to obtain an RMA.

### What if I have a technical question on a Samsung product, will GVI Technical Support help me?

Of course, we will do our best to help our customers. However, official technical support will move to Samsung effective January 1<sup>st</sup>.

### Are other GVI products affected?

No. All other GVI products such as autoIP™ continue to be sold and serviced by GVI.

### Will there be changes to how I buy GVI products in the future?

No. GVI will continue to partner with its representatives, as well as our authorized distributors and dealers to sell our products.

### There have been rumors on the street for some time that GVI is going out of business. Is the business at risk?

No. In fact, this change is an opportunity for GVI to introduce new products under the GVI brand such as the recent announcement of the Razberi all-in-one embedded NVR. GVI has several significant new product announcements coming in January. In a nutshell, GVI is emerging as a leader in the core video market with a more diverse product line giving customers more choices and wrapped with strong customer service.