



Letter from the CEO

Change just happensand it's a good thing!

We at MWAi not only welcome change we create and enjoy it! As a pioneering force and premier provider of service and asset management solutions, MWAi not only welcomes change, we drive it with enthusiasm and pride. We understand that, when properly channeled, the sheer force of change can and will be utilized to ensure the ongoing success of our mutual business while providing a level of confidence we can see the future and build toward a better tomorrow.

We live in a complicated world that is often made more difficult when we forget about the importance of the simple rules learned at a very early age. Simple things like being polite, saying thank you, pride in your work and your handshake is your bond. All easy to say and yet in today's world might be considered a lost art. So back to the basics for MWAi !

Today and in the future, MWAi stands poised to serve you:

- ✓ We are advancing technology to broaden and strengthen our solutions.
- ✓ We are driven to provide a delightful experience for our customers.
- ✓ We are enlisting new team members who bring with them an enhanced skill set.
- ✓ We are seeking to meet clients' needs with a heightened spirit of customer service.
- ✓ We are striving to improve existing customer relationships and forging new business partnerships that benefit the industry we serve.

In doing so, we will fulfill our responsibilities to you:

MWA Intelligence deliver world class service and asset management solutions that will provide a robust mobile service and dispatch suite as well as provide full Machine to People (M2P) fleet management tools for our clients and their customers. We will leverage aggressive research and development initiatives in conjunction with ongoing field and technical training to ensure our products and services meet or exceed industry benchmarks. To ensure we meet our objectives, we will create and facilitate a business environment that builds and nurtures a proud and spirited team of highly skilled personnel and rewards their ongoing dedication to excellence.

With that, we say thank you and invite you to join us as we welcome the changes we create together as partners in one of the greatest industries in the world. As always, we appreciate the input of our partners and the belief and support of our clients and we never forget the greatness of the MWAi Team!

If it's been a while since you've talked with us about our team and our solutions, don't hesitate to reach out for an update. We look forward to hearing from you. Until then, watch for more exciting news to come.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Michael T. Stramaglio', written in a cursive style.

Michael T. Stramaglio
CEO & President, **MWA Intelligence**