

## **Micro Format, Inc.**

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### **Message from the President of Micro Format, Inc.**

To our valued customer and clients ...

All of the experts agree that the economy is on a slow but upward course. Everyone knows there will continue to be many challenges along the way.

Thanks to our conservative business posture, Micro Format has continued to grow annually. *Over the past year, we have added products and we have increased our inventory levels to meet increased demand for our innovative tamper resistant security paper products.* **This year additional security paper products, featuring new security technology, will be added to our SecureGuard Product line.**

Each month new clients and customers discover the true meaning of “customer service.” At Micro Format our mission is to provide the very best products and service to our clients and customers. **We work to earn your business every day.**

### **QUALITY**

We are proud to say the **State of the Art Products** we manufacture are of the highest **QUALITY**, manufactured in the U.S.A. from American made raw materials. All of our document security and medical prescription paper products are manufactured on high speed presses in our plants located in Wisconsin, Missouri, Kansas, Pennsylvania and New York. Our products are stored in those locations as well as in our warehouse in Wheeling Illinois.

### **SERVICE**

The **SERVICE** we provide is second to none. Our Customer Service Staff are **trained specialists**. If they can't answer your questions, they will find someone who can assist. During our normal business hours, over 90% of the time a “real” person will answer your call. The only time you are transferred to voice mail is during an “overload” period when every customer service representative is on the phone servicing clients. And then our policy is to return all messages in a timely manor. Our number one goal is to help solve your problems.

### **RELIABLE**

Micro Format is a **RELIABLE RESOURCE**. Micro Format has been serving clients and customers for almost **THREE DECADES**. We maintain a product inventory set by client's usage. When our inventory reaches a predetermined “EOQ” level, production orders are entered and additional product is manufactured and placed in inventory.

**“Quality” ~ “Service” ~ “Reliability”**

Micro Format is here to service your needs.  
We appreciate your business.

Stephen A. Singer, President  
Document Security Paper Specialist