

1<sup>st</sup> December, 2020

**Re: Panasonic (PSSOC B2B) Spare Parts Price Increase**

Dear Business Partner,

Thank you for your ongoing partnership in providing repair services and spare parts to support PSSOC customers.

This letter is to advise you that there will be an overall price increase of 8 percentage points across all PSSOC B2B spare parts effective 15th February, 2021.

The price increase is reflective of the cost increase in the provision and management of PSSOC spare parts since the last price review in 2016.

We thank you for your understanding and remain committed to providing a quality spare parts service for customers at the lowest possible price.

Best Regards

**Rob Newall | Service & Spare Parts Manager**