

January 22, 2019

Dear Valued Customer,

Swagelok Company and its global network of authorized sales and service centers remain committed to our collective vision of “truly understanding the needs of our customers and acting upon them.” To achieve this goal, Swagelok is asking customers to help by providing feedback through an online survey. The results will provide us with the insight we need to identify opportunities to better align our products, services and solutions to your needs.

Swagelok and Swagelok Louisiana have partnered with ORC International, a leading global market research and survey firm to conduct this customer research on our behalf. I write today to request your participation in this first round of random surveys, which will be emailed directly from CustomerSurvey@SwagelokCustomerSurvey.com. The survey should take no more than 15 minutes to complete. Please help us understand your needs by participating in this important survey.

Once the feedback has been analyzed, we will be in touch to share our key findings with you.

Thank you in advance for your cooperation. We greatly appreciate your time and input. If you have any questions or would like additional information, please contact Caitlin Nicholas at Caitlin.Nicholas@swagelok.com.

Sincerely,



Thomas Lozick
President
Swagelok Louisiana

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