



January 13, 2020

Dear Valued Customer,

I am pleased to announce that Flow-Tech is now a part of Cross Company, a 100% employee-owned industrial solutions company that is innovating the industrial world, one customer at a time. This is exciting news for you, our valued customer, as you will still have access to the exceptional product knowledge and service you are accustomed to from Flow-Tech. And now we are excited to say that you will have access to all the added resources and capabilities of a much larger company with a robust industrial e-commerce platform and expanded technologies and services to serve you better. Check us out at [www.crossco.com](http://www.crossco.com) to see how we help you improve quality, raise efficiency, and reduce risk.

Cross Company was founded in Greensboro, NC in 1954 and was one of the first ESOP (Employee Stock Ownership Plan) companies in the United States. Operating throughout the Southeast and Midwest, it has over 650 associates and 20 locations. Cross is an industrial solutions company that specializes in robotics and machine automation, industrial measurement and calibration, process flow and safety technologies, process control integration, industrial and hydraulic hoses & fittings, and as an original equipment supplier in the mobile vehicle systems integration industry. The company's core values – when it was founded and today - are honesty, integrity, mutual respect, trust and the highest standards of ethical conduct.

By becoming part of Cross Company, the team at Flow-Tech will now all become employee-owners. This means that each associate has a personal stake in the success of the company. As owners they will be committed to the long-term success of you, our customer, which increases the value of Cross Company and therefore, their own personal share in the organization. This pride of ownership results in outstanding customer service, unbeaten technical expertise, attention to detail and a happy, prosperous workplace.

### **Upcoming Changes**

Flow-Tech will become part of Cross Company. You will see Cross Company on invoices and certificates of calibration and traceability. When you call our phone number, you will hear "Cross Company" and you will begin to see Cross on vehicles.

Our **shipping address** will not change from:

10940 Beaver Dam Rd.  
Hunt Valley, MD 21030

Our **remit to address** to pay invoices will change to:

Cross Technologies  
PO Box 746408  
Atlanta, GA 30374-6408

You will begin to see correspondence with Cross' name on it. If you are a credit card customer, you will start to see Cross Company on your statement. Below are the instructions if you pay by ACH or wire transfer.

**ACH Payment Instructions**

Beneficiary Bank: PNC Bank, N.A.  
Address: 300 Fifth Ave  
Pittsburgh, PA 15222  
ABA Number: 054000030  
Beneficiary Account Number: 5303611784  
Beneficiary Account Name: Cross Technologies Inc.  
Remittance advices sent to: [credit@crossco.com](mailto:credit@crossco.com)

**Wire Transfer Instructions**

Beneficiary Bank: PNC Bank, N.A.  
Address: 300 Fifth Ave  
Pittsburgh, PA 15222  
ABA Number: 031000053  
Beneficiary Account Number: 5303611784  
SWIFT Code: PNCCUS33  
Remittance advices sent to: [credit@crossco.com](mailto:credit@crossco.com)

If your company is sales tax-exempt, please either mail a copy of your Certificate of Exemption for Sales Tax to our remit address or email it to [wanda.short@crossco.com](mailto:wanda.short@crossco.com). Also, enclosed is a completed W-9 form, for your records. We appreciate your help in changing names and addresses in your systems to facilitate a smooth transition. If there is anything that we can do to support you during this transition, please let us know.

We hope that you are as excited about this change as we are. The added resources that you will now have access to as a Cross Company customer will give you a competitive advantage in your market. Over the next several months, we will share more information with you about the other products and services available from Cross that can help you to improve your efficiency, reduce your risk, and raise quality.

If you have any questions or concerns regarding the upcoming changes, please feel free to reach out to us. Your business is very important to us and we want to make sure we continue to exceed your expectations.

Kind regards,



Jason Hicks  
President, Flow and Safety Technologies Group  
Cross Company