

## An Open Letter to Canadians

**EATON'S**  
Company Executive Office

Toronto Canada M5B 1C8

By now, you may have heard that Eaton's is restructuring its retail operations. Let me explain exactly what this means to you, our valued customers.

In order for us to continue providing Eaton's standards of Quality and Service that you have come to expect, we have chosen to reorganize our company. Our goal is to ensure our future position as Canada's favourite department store.

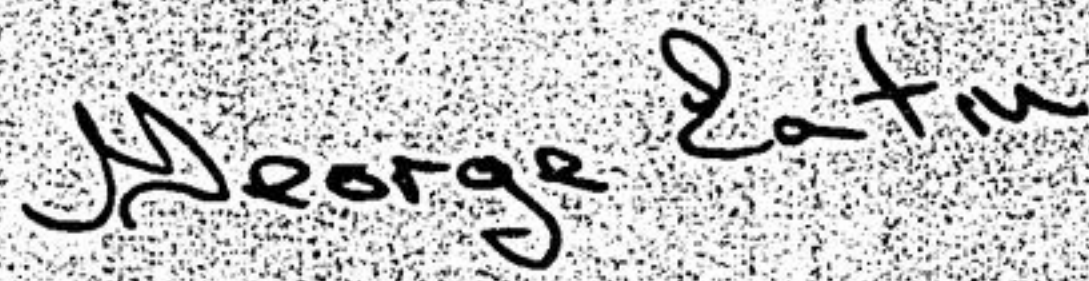
**I assure you that during the reorganization phase, you will not perceive any changes in our store operations.**

In fact, all of our stores are open and operating under normal business hours. You will continue to find our dedicated Eaton employees offering you excellent customer service, with our full selection of Fashions, Home Furnishings, and Major Appliances. All of our long-standing customer policies, warranties and services remain in effect, including our famous Guarantee: "Goods Satisfactory or Money Refunded".

If you are expecting delivery of merchandise, service, or repairs, there will be no change to the date that has been promised.

I am confident in Eaton's future, as are all of our employees. Together, we thank you for your continued support.

Sincerely,



George Eaton  
President

P.S. If you have any questions please don't hesitate to call our 24 hour information line at 1 888 445-4441.