



94B Glacier Street
Coquitlam, BC V3K 6B2

January 8, 2010

To All Our Valued Customers,

As we count down the final month to the start of the 2010 Olympic Games, many of us will be making adjustments to our daily routines and schedules. In particular, businesses located in the downtown core will see the most noticeable changes to traffic and parking.

The biggest question all of us face is, how will this affect our work and business life?

There is no doubt that all the Lower Mainland will experience traffic congestion and delays. Costless Express will do everything in its power to deliver your orders quickly and efficiently during this unprecedented event, but we must expect that it will not be "business as usual."

Costless Express will be open and operating, and we will welcome your orders. We are proud to include many Olympic Venues as customers, and we have been planning our operations for many months now. We will be running our warehouse 24 hours a day to meet customer requirements and the added volumes. Our call center will continue as normal, Monday to Friday 8am – 5pm. Our websites www.costlessexpress.com and www.frogfile.com will be open to accept your orders 24/7, as will our fax line 604-444-4302.

A Special Note For Downtown Customers

Costless Express has been working closely with the VANOC planning committee and we are aware of the challenges to the downtown delivery areas. Here is what we know:

- Unless your business is inside an Olympic venue or your property manager has set specific delivery restrictions, Costless Express will deliver to your business as usual, with traffic and parking considerations.
- If your business is inside an Olympic venue, please contact us to set up security privileges for our drivers.
- If your property manager has set specific delivery restrictions, please contact us to help you work through the details and make your deliveries go as smoothly as possible.

If you are interested in learning more about road closures and other transportation details, these links may be useful:

<http://www.vancouver2010.com/more-2010-information/local-business--organization-and-resident-information/transportation-plan-and-maps/delivering-goods-and-services-during-the-2010-winter-games/>

<http://olympichostcity.vancouver.ca/gettingaround/driving/goods-movement.htm>

As your local supplier we thank you for all your business and support. We look forward to delivering all your business needs during the games.

GO CANADA GO!

Yours truly,

Calvin Johnson

President/CEO
Costless Express Ltd.