



March 16, 2011

Dear Valued Customer:

Star Micronics America, Inc. has received many inquiries from our customers in response to the earthquake and subsequent tsunami that occurred in Northern Japan.

Star Micronics Co., Ltd. is headquartered in Shizuoka, Japan along the eastern seaboard over 300 miles from the epicenter of the quake. Although the devastation in Northern Japan is substantial, Star Micronics Co., Ltd. did not suffer any significant damage to our facility or our employees from the March 11, 2011 disaster.

A majority of Star Micronics Co., Ltd. manufacturing locations and suppliers are located outside of Japan so there is no immediate effect to our production and delivery of products in the supply chain. We have been informed by various logistics companies about potential delays in air and sea shipments for products coming from Japan however the effect of these issues should be minimal to our supply chain.

Due to the scope of the damage, Star Micronics Co., Ltd. is now consulting with each of our suppliers to evaluate the potential long term effect to our supply chain and we will carefully monitor and update the situation as information becomes available.

Star Micronics America would like to extend our heartfelt thanks to our customers for your kind concern, thoughts, and understanding during this most difficult time for our Japanese families and organization.

Sincerely,

A handwritten signature in black ink, appearing to read "H. Mochizuki".

Hiroya Mochizuki  
President and CEO

