



15 August, 2001

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Dear

Important - Product Safety Notice

This letter accompanies a Product Safety Notice that applies to computers you use. The issue affects computers manufactured by a number of companies, not just RM. You should read this notice and act upon it immediately, as it describes a safety risk to users and describes actions that will significantly reduce this risk.

You should act immediately

Before continuing to read this letter, we recommend that you read the Product Safety Notice to understand the issue and safety risk. We have enclosed a list of serial numbers for all relevant RM computers.

Further research and information

We are also publishing an extensive set of background information on our web site, at www.rm.com/safety. This information includes a constantly updated Question and Answer section, which we have provided to directly answer your questions as well as to see the questions asked by other users.

Advice is also available from the RM Support Line on 08790 202202.

We are continuing research with drive manufacturers into CD ROM drives and CD ROM disks, and expect to publish further information on our web site. Additionally, when there is further specific advice about the RM computers you use, we will write to you directly with the information.

We apologise for the inconvenience that this Product Safety Notice may cause you, however, we believe that it is important to advise all of our customers about this issue as soon as possible. We hope that this reflects the actions you would expect us to take as the leading supplier of IT products and services to education.

Yours sincerely

A handwritten signature in black ink that reads "Richard Girling". The signature is written in a cursive, flowing style.

Richard Girling
Chief Executive, RM

PS We have enclosed stickers for you to apply to the front of your CD ROM drives, to remind users that they should always check CD ROM media before use. You can request more stickers on our web site.

