



## anowo Newsletter

21. December 2009

Dear Customers,

### 2009: a year of turbulence and change

#### 2009 shifted most markets

We too had to experience numerous turbulences and changes within the past year. The global economic- and financial crisis is shaking up the markets and numerous traditionally "best-selling markets" are struggling with extensive volume downturn.

#### 2010 brings new prospects and challenges

These turbulences result in changes which we see as our chance and our challenge. Through all these changes, anowo ltd. register active interests in innovation and further development. We are anxious to support new applications and new markets with our products and will thereon concentrate our focus for 2010

This leads us to slightly reorganise our internal structure. We will more efficiently look for new applications and markets so we can improve to support our customers.

-> **Contact us with your project proposal**

### Customer Service Reorganisation

#### The Customer Service Team lines up for new challenges

Customer Service will more rigorously be divided into the two sections „Order Processing" and „Applications- and Market Development". Therefore we will be able to focus more on new projects without neglecting our existing, very much regarded customers.

#### Customer Service will be strengthened by Oliver McDaid

Oliver McDaid is our new face in our Customer Service Team responsible for the section „Applications- and Market Development" in Basel. Oliver is working full time and therefore will be at your disposal throughout all working days. You can contact Oliver as follows:

Phone: +41 61 282 82 24 - Email: [Oliver.McDaid@anowo.com](mailto:Oliver.McDaid@anowo.com)



#### Further Information

For further information please contact our team or visit our webpage.

<http://www.anowo.com>.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'P. Björn'.

Per O. Björn  
anowo ltd.