



Letter to Customers

May 7, 2020

Re : Change of seller for the Conifex lumber products

Dear customer,

As you know, on February 1, 2020, Resolute FP US Inc. acquired various Conifex entities, including Conifex Cross City LLC, Conifex El Dorado Inc. and Conifex Glenwood LLC which operate, respectively, the Cross City (Florida), El Dorado (Arkansas) and Glenwood (Arkansas) lumber facilities (the "Conifex facilities").

This is to inform you that, as of May 1, 2020, sales to you in the United States of lumber products manufactured at the Conifex facilities will be made by Resolute FP US Inc. As indicated below, this change will involve a modification to the name of the entity to which you should issue purchase orders and make payment, but it will **not** modify the applicable terms of sale of those products (including payment terms) that are in effect.

We'd appreciate your cooperation in ensuring that:

- Starting on May 1, 2020, you address your **purchase orders** for the Conifex lumber products to: Resolute FP US Inc.
- **Payment of our invoices** (both outstanding and new ones) sent after April 30, 2020 be made to: Resolute FP US Inc. in accordance with the payment instructions set out below (*intentionally omitted*).
- If your accounts payable system has pre-populated company name information, please update your system to replace the Conifex entity(ies) by Resolute FP US Inc. starting on May 1, 2020. The change of seller will also be reflected on all invoices issued from May 1, 2020.
- All other documents, such as letters of credit if applicable and any documents required by your government, also reflect the change to Resolute FP US Inc. as of May 1, 2020.

If you have any questions or concerns, please contact your Resolute representative.

We thank you for your cooperation and look forward to continuing working with you.

Yours truly,



Luc Thériault
Senior Vice President, Wood Products
Resolute Forest Products