



Cleveland – Columbus – Akron – Canton

Dear Anetia:

This letter is to inform you of some groundbreaking news here at Willo Security. We are excited to announce that we have decided to merge with Royce-U.S. Protection Services effective October 1, 2023. We have made this decision only with our valued clients and team members in mind.

As you may know, Royce has been a local brand in the northeast Ohio market for over 45 years and has grown significantly over the past several years. They have been able to grow their base primarily on their ability to consistently deliver quality services and excellent customer service. I have personally known and partnered on several projects with Joe Conley, owner of Royce, for the last 15 years. Our standards, philosophies and leadership align and their visions and passion; we are excited and confident of the positive impact this will have on our relationship with our clients and the high level of service we will be able to provide.

From your vantage point nothing much changes other than receiving an increased amount of management and supervision, which will better service your needs. The Willo associates you are used to dealing with are still here and will continue to be involved in the merged operations. Additionally, they will all have more support coming from our combined operations. We will centralize our back office and streamline the in-house procedures that are being utilized to support our operations. Some items will have a different look. For instance, your invoices will come from a Royce-U.S. Protection email address. As well, you will eventually see a new patch on the officers' uniforms. Other than that, it will be as seamless as possible.

Again, this decision was made with you, our valued client in mind, as we continued to look for better ways to provide the level of service expected and deserved. We thank you for being our partner and for your continued partnership with our new operation. Please do not hesitate to reach out to me with any questions you may have.

Sincerely,

A handwritten signature in blue ink that reads "Raymond D. DiSanto".

Raymond D. DiSanto  
President

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