



**Marianne W. Gaige**

*Chairman and Chief Executive Officer*

March 10, 2022

Michelina Torre  
St Paul The Apostle Church  
2777 Albany St  
Schenectady, NY 12304-1858

Dear Mickey,

I would like to apologize for the delays that you may have experienced in our production and delivery of offering envelopes and other printed materials over the past months. Similar to most printing companies in the US, we have been having difficulty obtaining white and colored paper, printed forms and many types of envelopes for the last six to eight months. These delays in obtaining our material orders have caused significant holdups in our production timelines. And, due to the unique sizes and colors of church offering envelopes, especially our mail-back envelopes, there have been even longer delays in receiving them. As you may have experienced, our short-term inability to obtain certain envelope colors or mail-back envelopes have caused us to substitute other types and colors of envelopes to complete your orders.

Although the US economy has begun to recover from the pandemic over the past six months, there is a global shortage of capacity to produce paper and envelopes. This shortage was caused by a significant drop in demand from March 2020 through September 2021 as general business activity was suppressed by COVID. We have been customers of our paper and envelope vendors for more than twenty years and know that they are trying hard to ramp up their production to meet the rebounding demand but they all tell us that they are having difficulty with shortages of raw materials, labor and transportation services. While we believe the backlogs and shortages are starting to ease, they continue to cause production difficulties.

United States Postal Service (USPS) delivery issues have also affected our ability to provide on-time delivery. The USPS has been hit particularly hard by COVID as well as the nationwide shortage of truck drivers and their service levels have worsened in most areas of the country.

I want you to know that we have worked diligently for the past 24 months to continue to serve you by maintaining the strength of our Company and providing continued employment for our entire workforce throughout the pandemic. Our employees have tried to fight through these delays and we are disappointed that they have affected our performance.

We appreciate your business and sincerely apologize for our delays and the difficulties they have caused you and your parishioners.

Very Truly Yours,

A handwritten signature in blue ink that reads "Marianne W. Gaige".