

Effective Date: Orders Placed On and After June 15, 2022

Re: Tax Exemption Certificates

Considering the high level of tax payments that Senneca is not able to recoup retroactively on tax exemption certificates that are submitted after an order has been invoiced, we are implementing two new policies as follows.

Customer Set Up and Maintenance

The customer will be required to provide tax exemption certificates for **each state** in which the customer is exempt to Senneca Holdings at the time of customer set up and regularly throughout their active customer status to maintain their sales tax exemption status. Sales tax exemption certificates must be sent to creditchecks@senneca.com to be applied to the account properly.

Misapplied Tax at Time of Quote or Order Acknowledgement

If the customer believes that their order should be tax exempt and tax has been applied to the quote or order, it is the customer's responsibility to provide the tax exemption certificates for **each state** in which the customer is exempt and quote/order reference number by responding to your customer service representative's email and copying creditchecks@senneca.com. This will reduce the risk that sales taxes will be misapplied.

If sales tax is applied on an invoice because we do not have a sales tax exemption certification, our customer will be required to pay the applied sales tax on that invoice. If the invoice is short paid or not paid, the customer has the potential to be put on hold and/or sent to collections until the sales tax balance is paid.

Thank you in advance for your compliance with these policies since they will assist us in mitigating any future issues. While I understand that change is not easy, this is an important step to our business success.

Sincerely,



Hal Shapiro
Senior Vice President, C&I Sales and Marketing