

January 19, 2012

Dear Valued Document Imaging Customer:

You are an important customer to Kodak and are key to our future as our business transforms. As part of this transformation, Kodak announced a new and simpler business structure which now elevates our focus on enterprises market segments. The Enterprise Services and Solutions business includes our very successful Document Imaging organization. In addition, you may be aware that Kodak voluntarily filed for Chapter 11 Bankruptcy protection in the United States only.

Kodak has been and continues to be focused on effectively serving the needs of our customers. Kodak is committed to providing uninterrupted product supply and service. The Document Imaging team continues to invest in exciting new products and solutions to meet the needs of our customers. We want to assure you that we remain deeply committed to delivering outstanding products and differentiated services.

Document Imaging has just ended an outstanding year which unfortunately is masked by the broader news about our company. In 2011, the Document Imaging team has exceeded its performance goals in a year that was tested by bumpy economies around the world.

Please feel free to contact myself or your local management team if you have any questions or concerns. We also ask that you continue to use the same points of contact and processes for your Document Imaging products and services needs. We thank you for your loyalty and ongoing confidence in Kodak. We look forward to continuing to serve you for many years to come.

Sincerely,



Dolores K. Kruchten
President, Enterprise Services and Solutions
and Vice President, Eastman Kodak Company