



Answers to Frequently Asked Questions

June 17, 2011

Q: Are Stephen and Marc still in charge?

A: Yes. Just as before, Stephen is President of M Tucker and Marc is the Executive VP. They are excited about the opportunities presented by the combined companies and have both committed to a long term contract to run the company.

Q: What are the new owners like?

A: Singer Equipment is a family business just like Tucker, and was founded in 1918. Singer is in its third generation of family leadership. Singer is the seventh largest foodservice equipment and supplies dealer in the US, and they are in both the distribution business and the contracting/new kitchen business. The Singer family has had a long personal relationship with both Stephen and Marc, and our companies previously collaborated as founding members of Supply America. Both companies were in the same buying groups for many years. Fred Singer, the President & CEO, and Singer's executive team will work with Marc and Stephen to grow the M Tucker company.

Q: What is Singer NY, LLC?

A: Singer NY, LLC is the company set up to hold the assets of M Tucker. It is a wholly owned subsidiary of Singer Equipment Co., Inc.

Q: If the company is Singer NY, LLC, what is M Tucker?

A: Singer NY, LLC is doing business as M Tucker because our customers are familiar with the name and the brand. Keeping our name as M Tucker is one way of telling our customers that they can expect the same team and the same great service that they were used to.

Q: Who do I make checks out to?

A: You can make checks out to M Tucker or to Singer NY, it does not matter.

Q: Will my salesperson change?

A: M Tucker was known for its great sales team, and we plan on growing and supporting the current sales team. We are not planning account changes other than in the normal course of business.

Q: Will M Tucker still have its headquarters and distribution center in Paterson, NJ?

A: Yes. We have signed a long term lease as an indication of our commitment to the highest level of service to the greater NY market.

Q: What about deposits I had given to M Tucker? Will they be honored?

A: Of course.

Q: What about inventory that M Tucker was keeping in stock for me?

A: We will still keep specialty inventory in stock as we always have.

Q: I have a Singer salesperson and a Tucker salesperson who call on my account. Who will be my salesperson going forward?

A: We are in the process of realigning overlapping sales territories and making sure only one sales rep is assigned to each account. If you have a strong preference as to who you would like to call on you, please let us know. We will make every effort to accommodate our customer's preferences.

Q: How do I as a customer benefit from this transaction?

A: Tucker will have more inventory in stock, especially equipment. Tucker will also be able to draw on Singer's inventory to provide a broader assortment of quickly available items. Because the combined company will order more frequently from vendors with minimum order sizes, we can expect to give faster special order service to our customers. Over the long term, we believe this combination of two great companies will provide greater efficiencies, allowing us to offer competitive pricing to our customers and continue to invest in the business.

Q: Will my pricing change?

A: You can depend upon any pricing agreements to be honored.

Q: Can I still use the M Tucker on line ordering system?

A: Yes

Q: If I have a signed contract with M Tucker for a new equipment project, will those terms be honored?

A: Yes