



May 6, 2008

A Message from the President, Farrow Group of Companies

Dear Valued Customers:

Re: Rumors of Farrow offices closing.

It has come to our attention that individuals within our industry have made claims that Farrow closed all border offices effective immediately.

Let me assure you, nothing could be further from the truth.

Farrow border offices in both Canada and the United States remain fully operational.

What has happened? Our company, like all others, periodically reviews its' business model to determine if it satisfies the environment and allows us to provide the best service to our customers, while at the same time generating an acceptable return to shareholders.

Over the course of the last few years, customs services in the United States and Canada have implemented policies and procedures that demand that all commercial cargo destined for importation be electronically processed **PRIOR** to the actual arrival of the cargo at the port of entry. These changes demand that all customs brokers review their processing models and revise them to fit governmental requirements. The Farrow Group has done just that.

Today over 99% of shipments we handle do not require interaction with the commercial carrier's truck driver.

In fact, on average, only 10-11 drivers walk into to our border offices throughout our entire North American branch network each calendar day, and the large majority of these driver's need only minor processing adjustments to finalize customs clearance.

Kiosk Technology introduced!

As a result of these government implemented changes on both sides of the U.S./Canada border, Farrow has initiated a test of Kiosk technology at two (2) border crossings. Effective April 21, 2008, Kiosks were positioned at our Fort Erie and Port Huron border offices. This user friendly equipment allows drivers to communicate directly with **Regional Process Centers** in either Canada or the United States in the event they require assistance after arrival.



We plan to evaluate the results of the Kiosk strategy over the next 60 days. If successful, full deployment of Kiosks at eight additional border offices will occur. Once full Kiosk deployment is realized, currently targeted for late June, staffing levels at all border offices will be reduced to one (1) full time employee, per day shift, per branch.

There is no plan to close border offices at this time.

The use of Kiosk technology in the customs brokerage industry is not new. In fact, in the United States, numerous competitors have already implemented it with success.

Further information on this exciting technology and how we plan to ensure 100% customer service, will be forthcoming from personal contacts by Farrow representatives and from personal letters in the days and weeks ahead.

In closing, I want to ensure our valued clients that this strategy will not result in any disruption of service to your cross-border trade. This is contrary to our operating philosophy during our long history, and we simply will not allow this to happen.

Please feel free to contact your local Farrow representative should you wish further information or have additional questions.

Thank you for your continued support,

Yours truly,

THE FARROW GROUP OF COMPANIES
Richard J. Farrow
President & C.E.O.