



October 13, 2017

TO THE CUSTOMERS OF SEARS OIL SERVICES, SEARS HEATING AND COOLING, AND/OR SEARS DUCT CLEANING SERVICES (COLLECTIVELY, THE “ACQUIRED BUSINESSES”)

Re: Acquisition of Sears Oil Services, Sears Heating and Cooling and Sears Duct Cleaning Services by Confort Expert Inc.

Re: In the Matter of a Plan of Compromise or Arrangement of Sears Canada Inc. *et al* (Court File No. CV-17-11846-00CL)

As you may know, Sears Canada Inc. and certain of its subsidiaries (collectively, “**Sears Canada**”) filed for and were granted creditor protection under the *Companies’ Creditors Arrangement Act* (“**CCAA**”), pursuant to an initial order of the Ontario Superior Court of Justice (Commercial List) (the “**Court**”) on June 22, 2017. As part of these CCAA proceedings, the Court has approved the acquisition by Confort Expert Inc. (“**Confort Expert**”) of the Acquired Businesses, including the assignment of ongoing customer contracts henceforth assumed by Confort Expert.

Accordingly, Confort Expert has assumed all of Sears Canada’s rights and obligations under your service, maintenance, rental or leasing equipment contract(s), as appropriate, with Sears Canada effective as of **October 13, 2017**. We confirm that your contract(s) remain(s) in full force and effect, but your contract(s) will now be directly with Confort Expert.

Regarding your next payment, if you have been making payments to Sears Canada directly, you must direct your future payments to Confort Expert. Please contact a representative of Confort Expert at the details below to arrange a transfer of your payment method to Confort Expert. If you are already making payments directly to Confort Expert, you do not need to take any action at this time.

Confort Expert has been operating the Acquired Businesses on behalf of Sears Canada for several years.

It is anticipated that there will be no interruption of services as a result of this transaction and services will continue to be provided by Confort Expert in the ordinary course. Confort Expert values the relationship with each of its customers and looks forward to continuing to provide you with the same quality you have relied on for years. Please do not hesitate to contact Confort Expert at 514-640-7711 ext 599 or 1-877-240-0911 ext 599 during normal business hours (Eastern time) or by e-mail to credit@confortexpert.com with any questions you may have about your services. For more information about the transaction between Sears Canada and Confort Expert, you may refer to the website of Sears Canada's Court-appointed Monitor, FTI Consulting Canada Inc., at:

<http://cfcanada.fticonsulting.com/searscanada>.

We appreciate your business and feel confident that you will find Confort Expert will help keep your home comfortable now, and for many years to come.

Sincerely,



Pierre Boulé
Chief executive officer
Confort Expert Inc.



Pierre Marc Lamoureux
VP Finance and Operations
Confort Expert Inc.