

April 15, 2021

To Our New Valued Customers:

As you already know, Rexel Canada Electrical Inc. has purchased Wesco Utility and has started to merge the business into its Canadian operations, under the name of "Rexel Utility". Rexel Utility will operate as a stand-alone entity, complete with its own identity, strategy and business processes. We have been going through a transition period for the past two months. During this period, your invoices and statements have continued to come from Wesco's WESNET system, but on the behalf of "Rexel Utility". As of May 1<sup>st</sup> this transition period will end, and all invoices and statements will start to come from Rexel Utility.

**If you have not done so, we urgently ask that you update your remit information to that which is shown below. If you require a 'Supplier Setup' form completed, send the document to the Credit Management department or myself. These changes need to be completed by April 30<sup>th</sup> to avoid any payment issues with your account.**

Rexel Utility is a Division of Rexel Canada Electrical Inc. with HST Tax number **86592 0763 RT0002**.

We are asking you to submit electronic or wire payments to:

Electronic, or Wire payments: **HSBC Bank (016), Transit # 10002, Account # 634570-015**  
Confirmation/ remittance email to: [creditru@rexel.ca](mailto:creditru@rexel.ca)

Please mail cheque payments: **PO Box 1011, Station A, Mississauga, Ont. L4T 4J9.**

There will also be an update to your invoicing platform as of May 1, 2021 as well. You will receive an invite on May 1<sup>st</sup> to access Rexel Utility's invoice platform: **Versapay**. Within this invite will be a link necessary for the register process. You will also receive a welcome letter during the 1<sup>st</sup> week of May that will provide you with a YouTube link for Versapay that will assist in the features and usability of this platform.

We have appreciated your patience as we navigated through this transition. We prepared hereafter a Frequently Ask Questions that we hope will answer your questions. If you have any questions or concerns during this process, please feel free to contact your branch manager, credit department (contact below), or myself.

**Rusty Ezard**

Asst. Financial Services Manager  
Credit Management department, Rexel Canada Electrical Inc.

[rusty.ezard@rexel.ca](mailto:rusty.ezard@rexel.ca)

289-777-2140

Thank you for your support.

**Jeffrey Moyle**

Vice President, Supplier & Digital Strategy, Rexel Canada Electrical Inc.

[jeffrey.moyle@rexel.ca](mailto:jeffrey.moyle@rexel.ca)

Mobile: 647 467 9748

## MOST FREQUENTLY ASKED QUESTIONS REXEL UTILITY CUSTOMERS

**Q1: I am getting an Invoice coming from Rexel Utility, a Division of Rexel Canada Electrical Inc. Who is this?**

**A:** Rexel Canada Inc. acquired Wesco Utility on Feb 1<sup>st</sup>, 2021. The new company name is Rexel Utility, a Division of Rexel Canada Electrical Inc. There was a transition period of 90 days which ended May 1 2021.

**Q2: Where do I need to make payments?**

**A:** We ask that remit information is adjusted in your system to that as shown in the various letters that were sent out during the transition period. If you require a 'Supplier Setup' form completed, send the document to [creditadminont@rexel.ca](mailto:creditadminont@rexel.ca) or [rusty.ezard@rexel.ca](mailto:rusty.ezard@rexel.ca).

This new information is for your Rexel Utility account only. If you have another account with Wesco, please continue to make payment to Wesco.

### **New Information:**

Electronic, or Wire payments:                   HSBC Bank (016), Transit # 10002, Account # 634570-015  
Confirmation/ remittance email to:           [creditru@rexel.ca](mailto:creditru@rexel.ca)

Please mail cheque payments:                PO Box 1011, Station A, Mississauga, Ont. L4T 4J9.

**Q3: When I do make payments, I currently pay both my Wesco Utility account and my regular Wesco account on the same payment. What changes are needed?**

**A:** You will have to split the payment into two separate payments. Your Wesco Utility payment must now be made to Rexel Utility as per the provided information, your other regular Wesco payment will continue to be made to Wesco.

**Q4: I am already an existing customer with Rexel (Westburne and Nedco). Are separate payments required at this time?**

**A:** Yes, please make separate payments; 1 for your Rexel Utility account, and the other(s) for your Westburne and/or Nedco account.

**Q5: Will my payment terms change after the transition is complete?**

**A:** Your terms will remain the same.

**Q6: Do I have a new A/R contact from Rexel Utility?**

**A:** Yes, this is dependent on the province in which you are located. There is an accompanying spread sheet outlining the details of the contacts.

**Q7: Who can I contact regarding an Accounts Receivable or invoicing issue?**

**A:** Your usual contact at the branch are here to support you, please continue to liaise with them. You can also contact your new A/R person which has been provided on the attached spread sheet.

**Q8: Will my account number change?**

**A:** While we have strived to keep the account number the same as Wesco's, some of Rexel's system parameters would not allow the exact number to be kept. You will receive a welcome letter during the first week of May that will provide you with your new account # with Rexel Utility and other important information.

**Q9: Are there any changes to the return and restocking policies?**

**A:** There won't be any changes to the return and restocking policies, please continue to liaise with your usual contacts at the branch.

**Q10: Are there any changes in regards to how payments are made to Rexel Utility?**

**A:** As per the above information in Q2, Rexel Utility accepts EFT or wire payments, along with payment by cheque. If you are currently using one of these methods, then no change is necessary.

**Q11: I need to update my address or invoicing information. Do I send it over to Rexel Utility?**

**A:** Yes, please send these requests to [creditadminont@rexel.ca](mailto:creditadminont@rexel.ca). We will facilitate the change necessary within our system and let you know once the change has been made.