



September 29, 2017

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

Re: Proposed 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, Sears Canada is seeking Court approval of a transaction with Confort Expert Inc. (“**Confort Expert**”) where Confort Expert will acquire the majority of the assets and liabilities of the Businesses. Confort Expert has been operating the Businesses on behalf of Sears Canada for several years.

This transaction will include the assignment of ongoing customer contracts to Confort Expert in the following designated markets:

- **Sears Oil Services – Ontario, Quebec, New Brunswick, Nova Scotia, PEI and Newfoundland**
- **Sears Heating & Cooling – Quebec, New Brunswick, Nova Scotia, PEI and Newfoundland**
- **Sears Duct Cleaning – Select markets in Quebec**

If you are a customer in a designated market, your contract will otherwise remain in full force and effect, but will now be directly with Confort Expert. 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 the same services customers have relied on for years.

The motion for approval of this transaction is currently scheduled to be heard on October 4, 2017 at 330 University Avenue, Toronto, Ontario at 10:00 a.m. Court materials regarding this motion are available on the Monitor’s website at <http://cfcanda.fticonsulting.com/searscanada>.