

DMG MORI HOUSTON  
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**DMG MORI Harvey Help-Program**

August 2017

Dear Valued Customer,

Your area was recently affected by the natural disaster, hurricane Harvey. We at DMG MORI would like to express our empathy in response to this shocking destruction. Our thoughts are with you and all the victims. We hope your loved ones are safe and for a quick recovery.

In order to support your business and any necessary reconstruction, we would like to offer a **free of charge inspection** of your DMG MORI equipment. We will prepare your individual plan of action to get your machine back up and running as soon as possible. To avoid downtime of your equipment, we will not only mobilize our national service team, but also provide you additional support from Japan and Germany. As your partner, we will use all our available resources to get your business operating again.

In case of complete destruction of your machinery, DMG MORI will grant you immediate access to our stock machines and commit to install any machine within 4 weeks of purchase.

For immediate assistance, please contact Mr. Frank Coulter, Service Manager South Region, at 214-632-2735 or email our dedicated Harvey help center at [harvey-help@dmgmori-usa.com](mailto:harvey-help@dmgmori-usa.com).

DMG MORI is grateful to help you through this difficult time.

With sincere sympathy,

Dr. Thorsten Schmidt  
CEO  
DMG MORI USA

Bret Settle  
Vice President  
DMG MORI Houston