

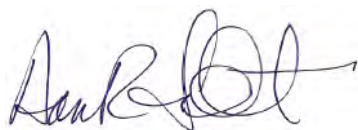
## Welcome To The First Issue Of The Masisa USA Customer Newsletter!

On behalf of the entire Masisa USA Team, I am extremely pleased to welcome you to the premiere issue of our new customer newsletter! This quarterly publication is designed to keep you up-to-date on the latest news about our company, products, and people.

As you know, we have recently completed the move of our accounting and supply chain functions from our former Charleston, SC location to our Atlanta, GA headquarters. I am happy to report that the transition was very successful, and has created a consolidated organization completely focused on our customers. We are continuing to make steady progress toward achieving our goal of providing “the perfect order” each and every time for our customers.

We are also strongly committed to continuously improving our communications with our customers. By doing so, we hope to help you better provide the products and services your own customers need. And, we would love to hear from you about news articles or information that would be most beneficial to you! Please email [debora.tucker@masisa.com](mailto:debora.tucker@masisa.com) with your comments and newsletter requests.

Please don't hesitate to contact me should you ever have any questions or concerns. Most importantly, thank you for your continued support of our business.



Dan Schmidt, President

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## Masisa And Global Warming Solutions

Global warming, the temperature increase of the planet that leads to a climate change, takes place as a result of concentrated gases creating a barrier that prevents heat from being released from the earth. Because of the temperature increase, polar ice caps melt, sea temperatures increase and droughts or floods, among other abnormalities, occur. This global environmental problem affects the entire planet. Masisa has taken an active role in addressing the issue as part of a business opportunity. The company has become a member of the Chicago Climate Exchange, making the commitment to reduce greenhouse gas emissions by 6% by 2010 (based on 1998 – 2001 emissions). Masisa gains competitive advantage with the energy savings, as well as the possibility of entering the carbon credit market.

## TEN things YOU can do to make a difference with global warming!

- ▲ **Change the type of light you use** – Replacing a regular light bulb with a compact fluorescent bulb will save about 300 pounds of carbon dioxide a year.
- ▲ **Drive less** – Avoiding just ten miles of driving every week eliminates about 500 pounds of carbon dioxide emissions a year! Walk, ride a bike, carpool, or use public transportation systems more often.
- ▲ **Recycle more** – You can save 2,400 pounds of carbon dioxide a year by just recycling half of your garbage.
- ▲ **Check your tires** – Keeping your tires properly inflated may improve your vehicle's fuel performance. Each gallon of gasoline releases 20 pounds of carbon dioxide.
- ▲ **Use less hot water** – Heating water requires a lot of energy. Install a pressure shower (you will save three tons of carbon dioxide a year) or wash your clothes with cold or warm water (you will save 500 pounds a year).
- ▲ **Avoid buying heavily packaged products** – Reducing your garbage by 10% can save 1,200 pounds of carbon dioxide.
- ▲ **Regulate your thermostat** – By lowering the thermostat two degrees in the winter and raising the setting by two degrees in the summer, you will save approximately 2,000 pounds of carbon dioxide a year.
- ▲ **Plant a tree** – A single tree will absorb a ton of carbon dioxide during its lifetime.
- ▲ **Turn off electronic devices you are not using** – By turning off the TV, the DVD, stereo and the PC when they are not in use, you will save thousands of pounds of carbon dioxide a year.
- ▲ **Become part of the solution** – Spread this message!

## 72% Company Response Rate Achieved For The Masisa USA Customer Survey

Thanks to all of you who participated in the recent Masisa USA Customer Survey! We conducted the survey to determine how we can enhance service to our customers.

Overall, we received high marks for “product quality” and “customer service”. Rankings for “on-time deliveries” and “value for the price”, while still favorable, indicated we need some improvement to reach the high standards for which we strive. Respondents indicated that the top four words they would use to describe Masisa are:

1. Industry Leader
2. Responsible
3. & 4. (tied) Ethical & Reliable

Also, by large majority, customers ranked Masisa as “A Top 5 Manufacturer” in the moulding and millwork manufacturing sector.

Additional areas identified as needing improvement are, fortunately, issues that we have already started to tackle. Comments about things Masisa can do better for customers included on-time deliveries, packaging quality, real-time order status, and improved communications.

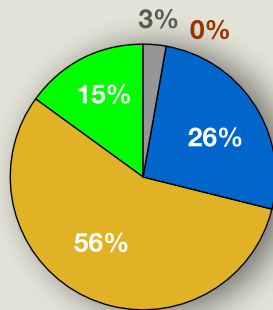
Survey findings clearly indicated a growing priority being placed on environmentally-friendly products, with FSC-certifications being a key factor in purchase decisions. We were excited to learn that a large majority of respondents think of Masisa’s products as being “green”, but we also learned we need to do a better job of letting customers know the full scope of our commitment to sustainability issues.

To help guide some of our future initiatives, we learned that most customers are interested in seeing enhancements that will provide more on-line capabilities, especially for tracking order status. Our attendance and participation in industry events is on track matching those most attended by respondents – AMD and IBS. Our advertisements are equally on target with placements in ProSales, Shelter, and HCN magazines – survey respondents listed these as the top three industry publications being read.

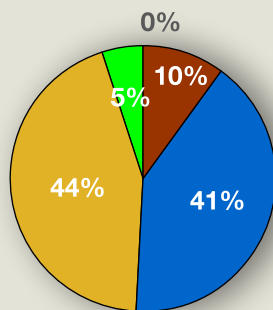
We will schedule a follow-up survey for early 2008 so that we can gauge the success of our customer service improvements. Thanks again to all respondents for taking the time from their busy days to complete the on-line survey!

◀ See the sidebar at left for a breakdown of some of our survey results

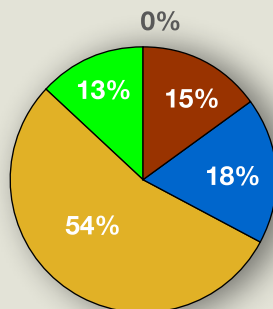
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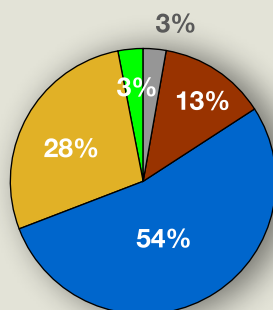
**Product Quality**



**Value for the Price**



**Customer Service**



**On-time Deliveries**

“Survey findings clearly indicated a growing priority being placed on environmentally-friendly products, with FSC-certifications being a key factor in purchase decisions.”

## Searching For Moulding Profiles Just Got Easier

Masisa USA is very proud of our latest enhancement to our website that is already proving beneficial to customers! Our new On-Line Profile Database is available 24/7 via the Masisa USA website.

To increase customer efficiency and self-sufficiency, you can now search our entire database of fingerjoint and MDF moulding profiles from the Masisa USA website – [www.masisa-usa.com](http://www.masisa-usa.com).

There are several search criteria available, including profile number, material, family, width, and thickness. And, you can even register and login to download profile drawings in either .DWG or .PDF format.

Use the step-by-step instructions listed on the right to easily register and access all the

information and files you need!

And let us know what you think about this new automated service! Email [debora.tucker@masisa.com](mailto:debora.tucker@masisa.com).

“And remember! Our complete Door Catalog is also on-line at [www.masisa-usa.com](http://www.masisa-usa.com).

You can view each door in our style collections, along with specifications and full descriptions.”

## With Masisa, It Really IS Easy To Be GREEN

Unlike Kermit the Frog, who lamented "It's Not Easy Being Green", Masisa's environmental principles make it easy to participate in the green movement that is sweeping the US. The plethora of media coverage being given to this issue is a clear indicator of the heightened interest in this topic by both businesses and the general public. We are proud that Masisa has been a green leader, when many companies seem to now be playing catch-up.

(article continued on back page)

## SIX EASY STEPS to use Masisa USA's on-line profile database!

1. Go to [www.masisa-usa.com](http://www.masisa-usa.com).
  2. Click on the home page link or select "Products", then "Profiles".
  3. Enter your search criteria in the areas provided in the right-hand, gray sidebar and click on the Search button.
  4. View the available profiles and download .JPG files by right-clicking the image and choosing "Save Picture As".
- OR —
5. Click on Login/Register and you will receive a password via email.
  6. Login each time with your personalized information to search for profiles specific to your company and to download profiles in .DWG or .PDF file formats.



Access the on-line profile database from the [www.masisa-usa.com](http://www.masisa-usa.com) home page or by selecting "Products", then clicking on "Profiles" in the navigation bar.



Use any of the variety of search criteria in the gray sidebar to find the profiles you need. You can also register and login to download .DWG or .PDF files.



## Recent News! Masisa USA In Compliance With New California Formaldehyde Emissions Standards

ATLANTA, MAY 17, 2007 – Masisa USA, Inc., a leading supplier of value-added wood products for the building industry, today announced that its MDF (medium density fiberboard) interior moulding products are already in compliance with the new California EPA formaldehyde emissions restrictions to be implemented January 1, 2009.

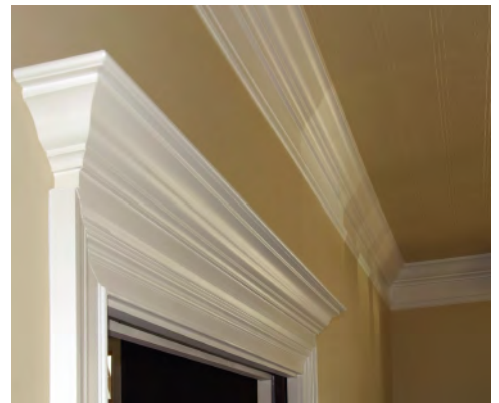
“Masisa firmly adheres to the principles of sustainable development,” said Dan Schmidt, president of Masisa USA. “Our low formaldehyde emissions standards are yet another way that we proactively provide our customers with products that are manufactured responsibly. This helps us ensure our customers’ ability to immediately comply with their own increasingly demanding customers, as well as specific regulations like we are seeing in California.”



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Recently, Dean Charles - Director of Sales, MDF - and his Team worked to provide more than 10,000 linear feet of MDF moulding for the National Homebuilder Mainstream GreenHome in Raleigh, NC. The GreenHome is being built by Cherokee Investment Partners, the world’s largest firm specializing in sustainable brownfield redevelopment. Cherokee has remediated and redeveloped or restored 5,000 acres of land in North America and Europe, and has helped preserve nearly 20,000 acres of green space by reusing land. Cherokee is committed to bringing green building principles and sustainable design features to the land under their care, and the firm aims to dramatically change the environmental and health impact of buildings constructed on their sites through the use of innovative, sustainable products and systems.



In particular, Cherokee wanted interior moulding products with low formaldehyde emissions. Since Masisa's boards have formaldehyde emissions that comply with the demanding E-1 European norm, Cherokee was very pleased to offer us the opportunity to partner with them in the construction of the Mainstream GreenHome.

The GreenHome is designed to showcase the appeal of green building to the average American homebuyer in two ways: first, by showing that living green improves our quality of life in a number of ways, and then by demonstrating the new products and technological innovations that are making sustainable living more attractive and feasible than ever before. The Mainstream GreenHome aims to guide the national homebuilding community toward healthier, high-performance design and construction while encouraging the public to embrace the many emerging opportunities to live in an ecologically sensitive way. For more information about the Mainstream GreenHome, go to [www.mainstreamgreenhome.com](http://www.mainstreamgreenhome.com), where Masisa is listed as a Product Partner.

NATIONAL HOMEBUILDER MAINSTREAM  
**GREENHOME™**

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# MASISA

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