

SERVICE BULLETIN

**Subject: LogMeIn Rescue for Web Based
Remote Customer Support**

Date: 9/30/11

Bulletin No. SB11-8

What is LogMeIn Rescue:

LogMeIn Rescue is the primary web based support application used by Brunswick Technical Support. LogMeIn Rescue meets Industry Standards and requirements by providing a secure solution for remote support over the center's existing internet connection.

Customer Key Benefits:

- Meets Industry Standards for Remote Support by utilizing 256 bit SSL encryption.
- The customer will need to enter passwords for all areas that the technician will require access to; Brunswick Technical Support can not, and does not store customer passwords.
- LogMeIn Rescue requires customer authorization before a connection is established with a Brunswick Support Technician.
- To provide additional security, the customer can terminate the Remote Support Session at any time.
- LogMeIn Rescue is a "User Friendly" Application, meaning a connection can be easily established.
- LogMeIn Rescue allows direct file transfer to speed up resolution of issues.

Recommendations for Our Customers:

As a result of these changes, Brunswick Technical Support recommends that all customers utilizing the LogMeIn Free product, disable the account and/or change the password immediately. For additional security, the standard LogMeIn Free software can be removed through Add/Remove Programs in the Windows Control Panel.

New Procedures for Remote Support:

To connect to a technician, the customer will go to the website www.logmein123.com and enter the session code provided by a Brunswick Support Technician. After entering the code and running the connection applet, the customer will grant access for the Technician to control the system. After disconnecting from the technician, the applet is automatically deleted from the system.

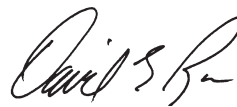
For more information on how LogMeIn Rescue works please visit –
<https://secure.logmeinrescue.com/HelpDesk/HowItWorks.aspx>

Brunswick continues to improve our support capabilities to insure that our customer's security needs are addressed.

If you have questions regarding the information contained in this Service Bulletin, please contact Brunswick Technical Support at 1-800-937-2695 or 231-725-4966, FAX 231-725-4667, or Email techsupport@brunbowl.com Visit <http://www.brunswickbowling.com/service-support/tech-support/> for electronic files of this and other Service Bulletins.



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