

## Frequently Asked Questions and Answers For Masonite Customers

### **1. How will the debt restructuring affect the products and service we receive as a Masonite customer?**

Our proposed restructuring plan will allow Masonite to reduce our debt significantly, strengthen our balance sheet and create an appropriate capital structure to support our long-term business objectives. This will put the company in a financially stronger, more competitive position for the future.

We will continue providing quality products and service to our customers in a timely manner. In addition, product development and innovation will continue to be top priorities.

### **2. Will there be any impact on my current business relationship with Masonite?**

We expect no changes in our business relationships with our customers. Your contacts will remain the same, and we will continue to deliver on our commitments as usual. Customers should continue to make payments to the company in the usual manner. There has been no change to our bank accounts or account receivables processes.

### **3. How will the restructuring affect Masonite's operations?**

Masonite will continue normal business operations and will continue serving customers as usual. What will change is, when the restructuring is completed, Masonite will be a financially stronger company with a greater ability to invest in and grow our business.

### **4. Does Masonite have enough cash to operate its business as it restructures its debt?**

Yes. In fact, Masonite had more than \$150 million in cash on hand as of March 12, 2009.

### **5. How will this impact your ability to pay rebates?**

We will continue to conduct business-as-usual, and that includes the payment of all earned rebates. All of our manufacturing and distribution facilities will continue normal business operations and deliver on our commitments to customers.

**6. Why did Masonite file for Chapter 11 protection in the U.S. and CCAA protection in Canada?**

The Chapter 11 and CCAA proceedings will provide a legal pathway to implement the proposed debt restructuring plan. Since we have already reached an agreement with a substantial majority of our secured lenders and bondholders, we will use the legal process to obtain approval from our creditors and the courts to effectuate the capital structure change.

**7. How long will the reorganization process take?**

Masonite is proceeding with a “pre-negotiated” restructuring in which we have already received support from a substantial majority of our secured lenders and bondholders for our plan. Because we already have reached agreement on the plan, the process is expected to be smoother and quicker than in a traditional Chapter 11 or CCAA reorganization. Typically, a pre-negotiated plan, such as ours, takes 90-120 days to effectuate once a filing is made.

**8. Will there be any changes in the senior management team as a result of the restructuring?**

There are no planned changes in Masonite’s management team as a result of the proposed debt restructuring.

**9. Do you expect any operational changes?**

We plan to continue normal business operations through the restructuring process. We expect to emerge from this process better positioned to invest in and grow our business over the long term.

We have been making many improvements to our products and services, and we will continue to execute on our strategy as outlined in the Masonite Blueprint. Our mission is to deliver product, service and design innovations that enhance beauty and functionality, creating greater value to our customers throughout the world.

**10. Who will own the company?**

We will have new owners upon consummation of the plan. Upon emergence, a large number of institutions -- probably more than 100 -- will own the newly issued equity. While there are a number of investment firms that currently have large stakes, we do not believe that any group has in excess of 20 percent at this point.

**11. Will there be any changes to the Board of Directors?**

Although we expect to remain as a private company for the foreseeable future, this broader distribution of shares will mean we will operate with a board that is more akin to a public board that will be selected together with management and a group of larger shareholders and voted upon by the full shareholder group.

**12. I am a customer located outside of the U.S. and Canada. How will the legal proceedings affect me?**

Masonite's subsidiaries and affiliates outside of the U.S. and Canada are operating as usual. The legal proceedings are not expected to have an adverse impact on any of our business operations around the world.

**13. What if I have additional questions?**

If you still have questions, please feel free to contact your regular sales representative. We value our relationship with you and look forward to continuing our partnership.