



June 23, 2004

Dear Laura,

I would like to take the time to let you know how happy we are with the new purchase of our Canon copier.

We really appreciate all of your effort and great customer service you gave us and continue to give us after the sale. We appreciate your quick responses to our needs.

Your service technician Kevin is very knowledgeable of the equipment.

We are looking forward to long business relationship with you and the Ray Morgan Company.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank Verni", is written over a faint, dotted-line signature strip.

**Frank Verni
Vice - President**