



PYRO-CHEM

CORPORATION

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12/21/10

Scott,

I wanted to send this letter to you about how I feel about the whole EZGSA experience. We had a very bumpy start with our experience, but I do not want to dwell on the bad, only the good. Magdalena jumped right in with both feet and helped us get back on track. She also made us feel like we were her only customer and, towards the end I feel that I have made a new friend in her as well. She not only did what she promised but, she also went above and beyond her promises. She took a very bad situation and turned it around to a good one. The reason I am writing this to let you know that if it weren't for her professionalism and hard work we would not be where we are right now!!! Please share this with anyone you can so that they can also see how to make something happen and to not give up on a customer. We would like to thank Magdalena and the entire EZGSA staff for procuring our GSA schedule. We look forward to working with you in the future.

Thank You

Dianne Yoho
Pyro-Chem Corporation