

November 17, 2009

EZGSA Attn: Scott Orbach, President PO Box 30406 Bethesda, MD 20814

Dear Mr. Orbach,

I would like to say that is has been a pleasure working with our EZGSA representative, Fran Cowell. Fran's assistance and guidance with our contract is always a tremendous help. Fran is always very prompt in responding to my questions, even though we are in different time zones. I know we are not one of your biggest customers but with the professional treatment I have received from Fran and your company one would never know that.

Please pass along my appreciation to Fran for doing such a great job.

Sincerely,

Debbie Ditchfield