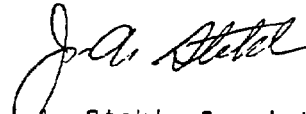


Thank you for bringing this matter to our attention, and for affording us this opportunity to be of service to you.

Sincerely,

A handwritten signature in cursive script, appearing to read "J.A. Stekl".

J.A. Stekl, Specialist
Product Services

JAS:tpp