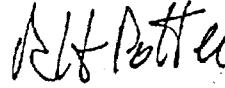


-2-

Thank you for calling our attention to this matter, Mr. Spangler, and for giving us the opportunity to be of service to you.

Sincerely,

A handwritten signature in dark ink, appearing to read "R.H. Potter". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

R.H. Potter
Product Service

RHP:tp