

Indiana Area Office
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April 15, 2005

To Whom It May Concern:

We are the Area Franchisees for The UPS Store (formerly Mail Boxes Etc.) throughout the state of Indiana. We have been selling franchises and building out new stores in Indiana since 1989 and we now have almost 70 stores from Fort Wayne to Evansville and Corydon to Highland. Bill Hutchison, President of Hutchison Signs & Electrical Co., was the successful bidder on the exterior sign for our first store and for almost every Mail Boxes Etc. store in Indiana right up to the rebranding of our stores as The UPS Store. Bill fabricated and installed each of those signs and provided superior service for our Franchisees on the rare occasions when they needed repairs.

The signs were of such excellent quality that when Bill's proposals were submitted for approval to our Home Office, they were immediately approved without question. Although Bill made signs primarily for the Indiana MBE stores, his innovations in design were approved and implemented elsewhere in our network. These included "stacking" of the name on two lines in order to free space for a larger logo and larger letters; and, installing double-stroke tubing and higher powered transformers in our white signs because the gas used to create white light contracts in our cold winter weather causing the illumination to darken.

Although UPS insists on using their own national sign vendor to fabricate the new "The UPS Store" signs, they chose Bill Hutchison to install and repair those new signs. Over the past sixteen years we have been thoroughly satisfied not only with the quality and price of Bill's work and service but his integrity and personal concern for his customers. We have never had reason to look elsewhere and, in fact, we have continued to try to convince UPS that Bill should become their national vendor. We are sure that you will be thoroughly pleased if you choose Bill to take care of you signage needs.

Please feel free to contact us if you have any other questions.

Sincerely,

A handwritten signature in cursive script that reads "Ted and Kate von Eiff".

Ted & Kate von Eiff