

Richard S. Auerbach

From: Goedkoop, Linda [Linda@mgmdi.com]

Sent: Friday, August 05, 2005 4:52 PM

To: Richard S. Auerbach

Subject: Jocelyn R. Rineer

Re: New Insurance Coverage

Dear Mr. Auerbach:

Monarch Glass and Metal Designs, Inc. would like to take this opportunity to express to you our appreciation for the dedication of Mrs. Rineer in fulfilling our insurance needs. She was able to secure competitive pricing with excellent coverage. Since our policies expired on Sunday, July 31, 2005, and the new coverage was not finalized until late Friday afternoon July 29, 2005, Mrs. Rineer went the extra mile to hand deliver the automobile insurance cards to my home so they could be in the trucks for Monday morning.

Prior to leaving on vacation, Sharon Ketcham had done some of the primarily work and then turned the project over to Mrs. Rineer. Each detail was handled very professionally by both of these employees and they are certainly are an asset to E-K Insurance.

Sincerely,
MONARCH GLASS AND METAL DESIGNS, INC.

Linda S. Goedkoop
Office Manager