

# Jeff K. Ross Financial Services

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December 27, 2002

Scott Cummings  
Excalibur Technology  
28144 W. Industrial Avenue, Ste 118  
Barrington, IL 60010

Dear Scott:

Some companies obviously pride themselves on top quality customer service. This message comes to you at a time when customer service is not always an apparent priority of businesses. It should be and many businesses could take a lesson from Excalibur!

I wish to commend both you and your staff for the manner in which our computer and technical issues have been handled in these recent months. Laura and I have been working towards resolution of these issues and have found that the service that we received from Excalibur was not only timely and comprehensive, but with exceptional proficiency as well.

As a consumer, I would like to express my appreciation for your integrity and once again commend you for the fine service that you provided. It is not hard to determine why Excalibur is such a success.

Congratulations on a job well done.

Sincerely,



Jeff K. Ross

JKR/lkw



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