

July 6, 2010

Rachell Bernhardt
Quantum Services
4284 North High Street
Columbus, Ohio 43214



Dear Rachell:

Thank you for taking prompt action to correct the service issue. Those will always exist, of course. It's just the nature of things, and I appreciate your thoughtful and rapid response.

I also wanted to point out that there are so many things I appreciate about Quantum Services on a regular basis.

The fact that your auditors are well-trained, have many years experience, and have obvious expertise makes a difference in quality. They really took the time to learn our stores. And now that they know our stores so well, they are more likely to pick up on things that are not what they should be. They also know they have to add value to us even though they have to get in and out of our stores quickly—which they do.

The store-level audit reports that Quantum customized for us provide the right functionality for our needs, and help us to identify and measure shrink. They also aid us in determining the practical actions that we need to take to reduce our risks and make more profit.

Quantum's interest in continuous improvement is something I respect and value. Your ability to verify the accuracy of counts, right down to the keystroke level, for example, is impressive. Obviously, it is not something we need that often, but when there is a question, you can provide the answer through your keystroke archive and the related keystroke analysis software.

I don't have the hard numbers, but my observations tell me that the way Quantum does business, your expertise, and your innovations probably are worth over \$500,000 to us each year in the time you save us, the work you save us, the productivity gains you support, and finding shrink-related issues which would cost us real dollars if they went uncorrected.

All that, combined with your immediate responses in regard to our scheduling needs makes me pleased we use Quantum.

Sincerely,

A handwritten signature in black ink that reads "Ed Bridgeman".

Ed Bridgeman
Inventory Supervisor