



October 20, 2010

Quantum Services
4284 N. High St.
Columbus, OH 43214
Patrick Mignogno -V.P. Client Services

Dear Pat,

After our long 23 year partnership, I should not be surprised by the commitment and dedication of your team in meeting our needs. Once again, Quantum came through for us and exceeded my expectations. When I contacted you about the help needed with our special project, you immediately went to work to free up resources and designed an efficient counting solution.

The project entailed valuating product that was returned to a warehouse from over 100 stores. Neither of us knew what we might be getting into and the amount of merchandise was more than expected. It was critical that we identify all of the products by UPC. Your team worked tirelessly with our folks over two days to complete the assignment. When the count was completed, your team stayed to assist us with organizing the product. Again this demonstrated the commitment and dedication your folks have in helping Hess in any way possible. It does not matter whether it involves the normal audits that you provide our stores or an unusual request such as this one. I know that you and your team will be there for us.

The efficiency and teamwork displayed is what we at Hess expect, and what Quantum Services always delivers. Please thank your team for the great work and for being a "true" partner with Hess Corporation.

Sincerely,

A handwritten signature in blue ink, appearing to read "Steph Brown", with a long horizontal flourish extending to the right.

Steph Brown
Manager, Loss Prevention and Control