

September 30, 2003

To Whom It May Concern:

As Vice President of Operations for GfK Custom Research Inc. I have had the pleasure of working with Bob Schmitt for seven years. In 1996, I began to evaluate alternatives to our internal mailing and copying department. We put our business needs out to various providers in the form of an RFP. Bob educated me and others in my company as to what was available in the marketplace. Following an exhaustive evaluation process, Bob and his firm were selected to take on what seemed like a monumental task...the onsite management of our mail and copying facilities. We have had no regrets in the seven years since we trusted Bob with our decision.

I am writing as a reference to the firm who may be considering Bob to assist them in evaluating or re-engineering portions of their corporate infrastructure. Bob Schmitt is a person of high integrity. He has extensive industry knowledge, is aware of competitive offerings, and has never let my firm down on his follow-through. He has ensured that GfK Custom Research Inc. continued to receive the value which was expected and the service few can provide. Bob has not only earned our business but also our trust.

Please feel free to contact me should you wish to further discuss the professional performance my firm has experienced with Bob Schmitt.

Sincerely,

Liz Hanson  
Vice President  
GfK Custom Research Inc.  
(763) 542-0853