

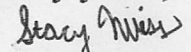
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Jim and Ann Marie Kwaiser
C.H.A.L.L.E.N.G.E.S. inc.

Dear Jim and Ann Marie,

We can't thank you enough for the work that you did with us. We take a lot of pride as a company and as a family in the fact that we know how to work through our problems. We were, after all, past winners of the Family Business Award from the Katz school at the University of Pittsburgh. We never thought that we would need outside advice to resolve family conflict. We were wrong. The evaluation process that you put us through was instrumental in helping us sort difficult issues and figuring out a communications strategy that will help us deal with new problems as they arise. You really covered everything from the hugs to the hardheaded business analysis with great skill and sensitivity. You have set us on the path of continued personal and professional growth. We're sure that we'll be calling on you in the future, as we need the occasional tune up and start preparations for a generational transition. In the mean time do not hesitate to use us as a reference. The value that you provide in saving family businesses is great but the value you provide in saving families is invaluable. You should be very proud of what you do. Again, thank you.

Sincerely yours,


Stacy Weiss


Lou Weiss

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