



June 10, 2008

Michael Stafford  
The Stafford Insurance Group  
3618 W. Fox Ridge Lane  
Muncie, In 47304

Dear Michael,

I just wanted to let you know how pleased we have been with the quality of our experience with your company. Your expertise and approach have been invaluable in helping us assess our needs, manage expense and plan for the future.

In addition, the service we have received has been outstanding. Too many insurance firms disappear after the sale or stop working when a claim or an issue arises. To the contrary, you and your staff have been extremely responsive and even proactive with regards to our needs, which is a breath of fresh air.

Just thought I'd share our satisfaction with you directly. Please share with your staff how much we appreciate the value they bring us.

Sincerely,

A handwritten signature in black ink that reads "Thomas D. Simpson". The signature is written in a cursive, flowing style.

Thomas D. Simpson  
Vice President, CCO  
Rutter Communications