



11/21/08

Dear Andrew,

As I reflect on this years' business, I wanted to take a moment and acknowledge you and your team at Vanguard. As we both know, being old car dogs, this year has had more than it's fair share of challenges. In fact, looking forward, our challenges are not over yet. We can always look at what is not going right—just turn on the news, however, I have been so impressed with your team's support, I wanted to take the time to thank you for it.

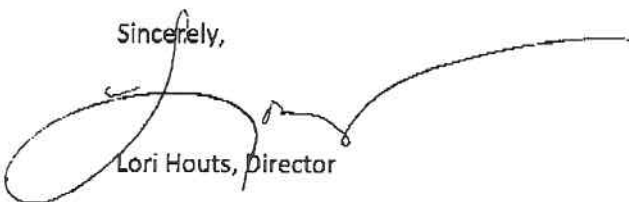
I know I am not the easiest client, but I have to say...you jumped at every challenge I gave you. When I didn't like the language in the Polysteel contract, you worked with me to tailor a contract to meet our business model. Same with the Gap literature, you made the changes nationally to accommodate my concerns.

Andrew, in a year where all of my sources have either changed players, programs or resources, you have been a very bright shining star of consistency and excellent service. I have to acknowledge that you were a big part of my success this year. I have so much confidence in your products, they make an easy sale....and with your support, our relationship has been a blessing to me and my entire store and I look forward to many more years in the trenches together.

Thank you again for all of your hard work and may this holiday season hold special memories for you as we maybe concentrate less on the commercialism and more on the reason for the season this year.

If you ever need anything from me, or if you or your team at Vanguard ever need a recommendation, please feel free to give out my name. It would be an honor.

Sincerely,



Lori Houts, Director