



LOUISVILLE WAREHOUSE

1800 TAYLOR AVENUE • LOUISVILLE, KY 40213-1539

LOCAL (502) 454-0000 • TOLL-FREE (800) 669-4223 • FAX (502) 454-0419

June 12, 1995

Dennis Ott & Company
P.O. Box 0669
New Albany, IN 47150

SUBJECT: THANKS A MILLION FOR A JOB WELL DONE

Dear Dennis:

Please accept my apology for the delayed timing of this letter. As you can imagine, I've been super-busy over the last couple months filling up our new facility with inventory.

I really just wanted to **THANK YOU AND YOUR ENTIRE STAFF FOR ALL THE HARD WORK, GOOD COMMUNICATIONS, AND MOST IMPORTANTLY THE EXCELLENT RESULTS IN HELPING TO MAKE OUR OFFICE & WAREHOUSE JUST GREAT !!**

From the very first meetings we had in March 1994, I felt confident in dealing with your organization. Your honest and easy style, your thorough and accurate communications (both written and verbal), and most of all your company's attention to detail showed me why Dennis Ott & Company has succeeded over the past twenty years.

From Start to Finish, Bob Voelker was excellent in his co-ordination and communication. He has such a great ability to exert just the right amount of "positive" pressure on your subcontractors. He was truly the construction manager I wish I could have been. During our time together, he was always working for me and continually had our best interests in mind first and foremost.

Please include ACE Louisville Warehouse in your long list of very satisfied customers and feel free to have prospective clients contact me so that I might share my experiences and recommend your organization.

Thank you again !! We'll be in touch when we get closer to expanding our warehouse space.

Best Personal Regards,

A handwritten signature in black ink, appearing to read 'Larry Jones', written over a horizontal line.

Lawrence "Larry" Jones
President,
ACE Louisville Corp