




March 5, 2008

Steven Szubinski  
The PCA Group  
Airport Commerce Park  
455 Cayuga Road, Suite 200  
Buffalo, N.Y. 14225-1309

Dear Steve:

I would like to take this opportunity to express my sincere gratitude to Nathan Rausch and Joe Cultrara for their exceptional customer service. Nathan and Joe are always efficient and timely when handling any problem that may arise.

Sincerely,

  
Judy Bartella  
Office Administrator

*For all the smiles of your life*