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August 19, 2008

Mr. Steven Szubinski,
Managing Partner
The PCA Group, Inc.
455 Cayuga Road, Suite 200
Buffalo, NY 14225-1309

Dear Steve,

Rigidized Metals Corporation has been one of your customers since 1994 and during that time we have built a strong relationship with your company and its staff.

Our computer system has gone through many upgrades and improvements over the years, many of which were initiated on the recommendation of your technicians who we trust to have the technical knowledge necessary to help us to determine our needs. In addition to maintaining our computer network, The PCA Group provides our email service and has done custom programming for us in the past.

Most recently we made a major change in the software that runs our business and upgraded our fileserver to a SQL server. This was quite an undertaking and with the help of The PCA Group, we were able to accomplish the transition smoothly and in a timely manner.

Lastly, I would like to comment on your response time when we need immediate help. Since down time of any kind on our network can be harmful to our business, it is extremely important that support is available when we need it. The PCA Group has always responded quickly via a return phone call, remote access to our network or with an on-site visit from a technician.

Thank you for providing us with a level of service we can rely on today and in the future.

Sincerely,

A handwritten signature in blue ink that reads "Maggie Jemio".

Maggie Jemio,
Information Systems Manager
Rigidized Metals Corporation