

THOMPSON'S

Fine Furniture & Interiors

Smith Business Solutions Inc.
1673 Richmond St. Suite 218
London, Ontario N6G 2N3

Dear Mike Smith,

We have just finished our "Going out of Business" sale with your company and I want to personally thank you for everything that you have done for us.

We reached our "Dream Goal" which was about 25% higher than we really thought was possible and we did it very profitably with long margins. We could not have done this alone.

As you well know, Thompson's Fine Furniture was a highly respected high end furniture store that has been an integral part of the Aurora Business community and surrounding area for over 88 years. To make the decision to close was a very difficult one for us to make, especially after 3 generations of furniture business in Aurora. It was very important to us that the sale be handled properly with dignity and integrity in the eyes of the community.

You made that happen. You listened to our needs and provided us with a framework and a proven system which worked. We owe a great deal of gratitude to Vern Huston, the coordinator of our sale. Vern guided us through with his easy going and very competent manner. He brought a very experienced and professional sales team to supplement our own staff. They were all very easy to work with and fit right in with our existing staff. Vern managed, motivated and coached the sales team, organized all of the Advertising and Promotion, monitored the floor displays and walked the floor with the customers. Vern would always review all advertising material and budgets as well as pricing decisions with us.

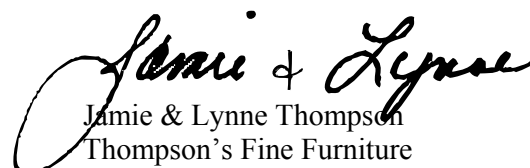
The final decision was always ours. We maintained control with his expert guidance.

One of the best things about the sale from our perspective was that we just let you show us how to reach our goals and objectives profitably. We had an owner operated "hands on" management system. Vern's leadership and management of the operation of the sale allowed us the time and freedom to facilitate and handle the huge new volume of business that was created by the Smith Plan.

Smith has a system and it really works! Your attention to detail and experience in the furniture retail business along with your emphasis on profitability is outstanding.

We would highly recommend Smith BSI to any retailer that is considering any kind of "cash generating" sale in the future. It has been a real pleasure to work with you and Vern. Our results were truly remarkable. Thanks again.

Sincerely,


Jamie & Lynne Thompson
Thompson's Fine Furniture

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