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July 17, 2009

Smith Business Solutions
2899 East Big Beaver Rd. Suite 342
Troy, MI 48083

Dear Michael,

We have just wrapped up our Going out of Business Sale, run with your company and I couldn't be happier. When I met you over 10 years ago, I had already used several other similar companies and not one had made us a profit. You said that you would, but I would have to take a leap of faith. We did - and you delivered! Since then, I have worked with you on six separate occasions which has helped my company to grow to more than double its original volume. However, it's now time to retire and I didn't have to think twice about calling the Smith Company once again.

The sales and margin targets that we set for this sale were greatly exceeded in just 60 days and much of our inventory was cleared. Even in this tough economy and marketplace, we still managed to sell almost a year's worth of product in such a short time. The advertising came in right on budget and our exposure in the community was remarkable.

Your consultant who ran my sale, Mr. Vern Huston, was a true professional and, as always, handled every aspect of the sale with ease. The decision to permanently close my store was not a simple one, but Vern made the transition process as painless as possible. Vern has run almost all of my sales with you, and we have truly become friends. The team that Vern brought to my sale, along with another Consultant, Lance Harrison, worked tirelessly throughout the entire program.

Because I have worked with other companies in your industry, I can safely say that you have absolutely been the most professional in approach and management, the best to work with on a daily basis and (most importantly) the most profitable! Honestly, you are the only company who has ever turned a profit for me!

I would strongly recommend your services and programs to anyone in the retail industry. Please have any retailer out there call me directly for any further information.

Sincerely,

A handwritten signature in black ink that reads "Gary Van Ostrand".

Gary Van Ostrand
President