

March 8, 2004

Ben Hanks
NKOL, LLC
71 Cavalier Blvd.
Suite 130
Florence, KY 41048

Dear Ben:

I wanted to take this opportunity to thank you for our recent computer system purchase and installation. You and your staff were very professional and met all of our needs, from networking a server and phone system integration, to equipment recommendations, to basic software decisions. You and your staff were and are always available if we have any questions, and in our most recent contact, available to discuss upgrades to current hardware. In addition, you have met all of our requests for onsite service, including an occasion for same day service, in which I know you went above the call of duty. In closing, all of us at Yokkaichi America thank you for your efforts in making our transition from our old computer system to the new one as seamless and as non-interruptive as possible.

Both Chris and I highly recommend you and your company to anyone who asks us where we have our computer work done, and we will continue to do so. Thanks again Ben.

Sincerely,



Greg Buchanan
Operations Manager



Chris Atkinson
Assistant Vice President