



# Nationwide<sup>®</sup> Health Plans

July 9, 2004

Kern Lehman  
Ray Morgan Company  
655 Menlo Drive, Suite C  
Rocklin, CA 95765

Dear Kern:

For many months prior to the June, 2003 installation of our new Canon copiers with Ecopy and the year since then, I have been very satisfied with the service and professionalism of your staff. The knowledge and patience exhibited during the sales process along with the superior product lead me to your company and the products you offer.

Your technicians are consistently able to solve the problems that have arisen on the copiers, printers and fax machines serviced. They are courteous and prompt with our best interest in mind. Our account executive, Laura Stoner, has been a pleasure to work with. She understands the customer service element of business and believes entirely in the product she represents. She has assisted many times on issues and is available to step in when necessary.

There are many companies and products that compete for the consumers attention and loyalty. Your staff has demonstrated on a daily basis that they promote the best product with the best service and will listen to the customers' comments. I have enjoyed our working relationship thus far and look for it to continue.

If I could be of any assistance to you, please do not hesitate to give me a call.  
Thank you.

Sincerely,

Shelley E. Heffner  
Nationwide Health Plans  
Controller