

# East Coast Claims Service, Inc.

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February 1, 2010

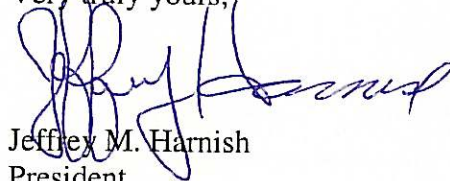
SafeTec Industries  
**Attn: Chris**  
457 Spencer Mattingly Lane  
Bardstown, KY 40004

Dear Chris:

As recently discussed, I had an unfortunate incident using one of your competitor's inferior products, namely a Werner Platform. The platform was rated for 225 pounds, and although I may be slightly over this amount, I was completely surprised when it collapsed as the enclosed photographs clearly detail.

Unlike your product, this platform is riveted together and I noted that at least two rivets had failed, possibly causing my fall. Fortunately, the fall may have knocked some sense into me as I have recently ordered one of your four-step platforms made to a much higher quality. I hope that I will never be sending photographs of your platform in a collapsed condition, although after reviewing the information, I hardly believe so.

Very truly yours,



Jeffrey M. Harnish  
President

