



July 27, 2000

Mr. Cory Northcott
Ontario Neon
303 W. Main
Ontario, CA 91762

Dear Mr. Northcott:

Arrowhead Credit Union and Ontario Neon have been working together now for many years. It has proved to be a productive and we hope mutually beneficial relationship.

From time to time we feel it is necessary to let you know why we continue to do business with your company and what our feelings are about the relationship that we have established over the years.

First, let me say that I personally have enjoyed working with Ontario Neon. I am pleased to have developed a personal relationship with the staff at Ontario Neon (you, Shirley and Terry have all been wonderful to work with) and that has created a comfortable environment in which to do business. I have come to think of you as friends. My staff and I know that if we call you we will be treated like our business is important to you whether we are calling about a \$200 job or a \$20,000 job. We have come to truly appreciate that level of service.

Secondly, Ontario Neon has always found creative solutions to our most difficult tasks. You always seem to have imaginative and exciting solutions up your sleeve.

Last but not least is pricing. As standard practice, some of our larger projects have been sent out to bid. Your bids have always been professionally prepared, thorough and reasonably priced. In today's market that goes along way to keeping your customers happy and we appreciate your professionalism.

The bottom-line is that we are grateful for your service and your attention to customer satisfaction. Thank you.

Sincerely,

Anne Benjamin
Senior Vice President
Corporate Sales