



FTG Circuits, Inc.
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To: Miles Chemicals Company
12801 Rangoon Street
Arleta, CA 91331

Date: 7-8-2009

From: Dave Nelson
FTG Circuits, Inc.
20750 Marilla St.
Chatsworth, CA 91311

Subject: Excellent Service Notification

I and FTG Circuits, Inc. would like to personally thank Miles Chemical Company for the excellent service, immediate response, containment, and clean-up to our recent chemical spill / accident. Had it not been to the quick response and clean-up, the situation could have been more critical and the potential for releasing to the environment would have increased. This superior response is what is severely lacking from other suppliers and clearly sets your company far apart from the others. All associated costs / charges from this incident were fair and reasonable beyond our expectations.

As a chemical supplier, Miles Chemical Company definitely has the recipe for continued success. Customer service, technical service, quick delivery, and at fair prices are just a few of the most important qualities you possess. It is rare to find a supplier out there to where the customer satisfaction is number one, no matter what time of day or the situation.

It is a pleasure dealing with a professional company and I consider your company as an asset to our continued business at FTG Circuits, Inc. Once again, I thank everyone at the Miles Chemical Company team for a continued job well done.

Respectfully,

A handwritten signature in black ink, appearing to read 'Dave Nelson', is written over a light blue circular stamp.

Dave Nelson
Director of Quality / Process Engineering Manager ASQ-CQA
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