



April 3, 2009

Charlotte Insurance  
P O Box 1087  
Cornelius NC 28031

Dear Marty,

I wanted you to know that we are pleased with the cost savings, and the professional care we have received from your staff since switching our insurance coverage in February of this year. You took the appropriate time to find the best coverage at a cost savings that will benefit our company during these economic times.

We hope that this will be the beginning of a long lasting business relationship for many years to come.

Sincerely,

*C. Scott Clontz*

C. Scott, Clontz,  
Vice President, Operations

TelWare Corporation  
1824 Industrial Center Circle  
Charlotte NC 28213  
800-637-3148