

FAO PURCHASING MANAGER.

Date: As Postmark.

Dear Customer,

RE: Customer Feedback Survey.

As you will be aware, customer feedback is a very important part of helping us to continually develop and improve the products and services offered to our customers.

We would be grateful if you would spend a few moments completing the enclosed survey which can be returned by post to the address below or by fax to 0161 688 5151.

An electronic copy can also be accessed on the homepage of our website at www.expressfire.com or please email info@expressfire.com and we will be pleased to forward a copy to you.

All entries received will be entered into a draw to win a complimentary bottle of whisky. All results from the survey will be published in our spring 2009 newsletter.

Thank you in anticipation for your help.

Kind regards,

Express Fire Equipment Ltd

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