



Christopher McMahon
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August 10, 1999

Mr. Peter R. Metzger
Metzger, Inc.
4955 Chestnut Ridge Road
Orchard Park, NY 14127

RE: Recommendation Letter for the Revamp of KeyCorp
Nation Flooring Standards/Retail Branches

Dear Peter:

A reflective look at the services contracted by KeyCorp with your firm is noted below:

Your firm was recommended to our corporate group through Alan Duryea of TrammellCrow in our eastern region after his many years of successfully using your firm's unique services. The proven ability of Metzger, Inc. to purchase and deliver products for our use at low costs solidified our interest in hiring Metzger, Inc.

KeyCorp has, through the efforts of Metzger, Inc., now accessed new carpet, ceramic and marble products that are higher quality than our previous standards and at lower costs.

Metzger, Inc.'s insistence on performance-oriented product specifications for our retail division kept our project team focused on not only look, but lifecycle, value and maintainability, as well.

The independent nature of your firm allows clients such as KeyCorp the ability to receive unbiased opinions on issues and questions instead of having suppliers promoting their "solution" to a problem. The arena created through your format generates intense supplier competition with those suppliers knowing that we (the client) see each individual proposal. Your program provides real costs up front for review.

In closing, Metzger, Inc. has provided KeyCorp with a service that has delivered not only quality products but knowledge as well, and we would be pleased to recommend your firm's services and approach to others.

Sincerely,

CM/mlp