

October 8, 1999



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

Attn: Mr. Peter R. Metzger

Re: Genesee Region Home Care / Headquarters Renovation Project

Dear Peter,

LeChase Construction wishes to acknowledge a job well done.

Metzger, Inc.'s flooring program generated savings of nearly 25% on a project with costs in excess of \$100,000.00. When compared to the other conventional furnish and install pricing options we received on this project, the positive difference was significant. Not only did your firm save the project real money on the originally specified products, but your ability to add value and deliver product upgrades without negative financial impact was impressive. Metzger, Inc.'s process eliminates the ability for suppliers to favor dealers, real costs were exposed to us which allowed LeChase and its client a true understanding of the choices.

The installation firm you recommended has performed extremely well. The combination of Metzger, Inc. and Premier Floors delivered as promised. We will gladly recommend your process.

Sincerely,

A handwritten signature in dark ink that reads 'Mark AuClair'. The signature is written in a cursive style with a large, prominent 'M' and 'A'.

Mark AuClair
LeChase Construction

General Contractor
Construction Manager

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