

February 15, 2012

Mr. Drake Allen  
DEA Security Systems  
870 Old Country Road  
Belmont, Ca 94002-0828

Dear Drake:

On behalf of Robin and myself, please allow me to thank you and your team for the wonderful job that you did in installing a new security system in an elderly family member's home this past December. Faced with a ridiculously short timetable, your crew rose to the challenge magnificently.

Gus did a great job in assessing our needs and showing us exactly what we would be receiving in terms of equipment. He was extremely responsive and if not immediately available, would return calls typically within a few minutes. He really showed us that DEA wanted our business.

Charisse went out of her way to ensure that some unusual insurance requirements were handled on very short notice.

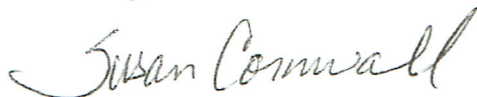
The actual installation of the system went smoothly. Brian was efficient, knowledgeable, and willing to share his expertise without making us feel that our questions were silly or unimportant. Kevin worked quietly in the background, helping to insure that things went quickly and that we were left with a worksite that was both organized and clean.

Lastly, you. You were knowledgeable, quietly self assured, and willing to go out of your way to see that we not only got a comprehensive security system installed in an inordinately short time, but that we had the flexibility to make changes to the design of the system as the technicians were working on site. The new system has now been operating for more than 60 days and everything is fine.

Drake, thank you again. We made the decision to go with DEA due in part to the fact that we believed that working with a small, locally owned company, would result in a better end product and that you, as a local business owner, would be more responsive to our needs than a much larger, "cookie cutter" national provider. We were happy to see that we were correct and would be happy to share our experience with any prospective customer interested in having a new alarm system installed.

I hope that you will share this letter with the other members of your team and give them both our thanks and our congratulations for a job well done.

Sincerely,

A handwritten signature in cursive script that reads "Susan Cornwall". The signature is written in dark ink and is positioned above the printed name.

Susan Cornwall

*Thank*  
YOU

Dear Charrisse & Drake,

Thank you for taking such good care of us now & over the years. From your movie, I learned that your have been established now for 30 years. What an accomplishment.

When Prate thinks that it is time for us to update our systems - let us know that it is time to seize the opportunity. We will plan on it. Thank you for your generosity. Miti