



RAINTREE VISION CARE

November 11, 2003

Ron Anderson
Anderson Lock and Security/ASI

Dear Mr. Anderson:

I wanted to contact you personally to share my feelings with you regarding my experience with your company. Initially I contacted your office to learn about what options I would have for monitoring activity at my parents' home because of their Alzheimer's. Kelli returned my call and after I explained what I was in search of, she told me that your company specialized in problem solving. She was very professional but also very personable and scheduled a time for us to meet at my parents' home so she could analyze the situation. She was expeditious in returning her proposal for a system that she thought would be a good choice. First it was just for their home but when she looked at the option of a partitioned system that would include our home as well she showed me how it would cost just the same. I had also looked into a couple of your competitors and their systems were at least double in price of your partitioned system just for my parents' home alone.

I had the opportunity to meet Brian during the installation as well and he too was very nice and professional and really seemed to know what he was doing. He went beyond expectation when there was a problem with our cable TV after the underground cable for the security system was laid. He came out a few extra times to try to determine the problem and one time was even on his birthday. He spent time with me answering questions even before I was properly trained.

One last comment is regarding the very professional installation that your crew did at both of our houses. Our house has an open concept with cathedral ceilings and very limited space to work with but your installers very neatly ran wires throughout without any noticeable disturbance of our home. It was so neatly hidden that at first I questioned that they had even been there.

Being in business for myself as well, I know I like to have feedback on how we're doing so I just wanted to share this with you and let you know that I am glad to highly recommend your company to anyone in need of your expertise.

Sincerely,

Wade A. Horn, O.D.

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