

May 11, 20—

Mr. and Mrs. George Tanner
105 Royal Lane
Commerce, TX 75428

Dear Mr. and Mrs. Tanner:

Marian Dickenson has informed me that you have several questions pertaining to the maintenance proposal that was submitted by the directors and approved by management. It is our position, based upon the procedures we provided following last week's meeting, that the proposal was submitted to corporate headquarters prior to your inquiry. Therefore, your questions should be directed to Alfred A. Long in our Seattle office.

It has been our experience that inquiries such as yours will receive an immediate response because of the support you have demonstrated during other maintenance negotiations. I would recommend that you call me if you have not heard from Mr. Long by the 13th of the month. In the absence of Mr. Long's response, I am sending you a copy of other materials related to your inquiry. These materials are enclosed for your review.

Thank you for your interest in this matter.

Sincerely,

Theodore A. Gardner
Sales Director

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Enclosures
c: Marian Dickenson, Carla Orellano