

SELIGSOHN  HESS

November 13, 2002

Mr. Richard Fretz
E Comm
790 East Market Street
Suite 100
West Chester, PA 19382

Dear Mr. Fretz:

I would like to take this opportunity to personally recognize a few people I have had the pleasure of working with in your organization recently, Mary Kay, Chad, Scott. All three demonstrated, professionalism, knowledge and *patience* during our recent installation of our new phone system at our new location.

Our initial installation date was met and all my questions were answered completely without leaving room for doubt. Mary Kay was wonderful in training our Brokers in the fine art of how to use all the features our new system now has. Features we do not know how we lived without before. Installation of the system on our rack is clean and orderly and Programing is currently to our needs.

It is important for me to acknowledge Jonathan Miller for bringing our two companies together. He was instrumental in accessing our needs, requirements and wishes and was able to provide us with the type of service we expect from knowledgeable professionals.

I would sincerely appreciate it if you would let them all know we did recognize quality service.

Very truly yours



Maryann Ludwick
Controller
Seligsohn Soens Hess