

# Gateway Auto Center

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669 West Third Street  
Covington, Kentucky 41011  
606-491-1100



8099 Vine Street  
Cincinnati, Ohio 45216  
513-761-5044

**March 19, 2004**

**Mr. Ben Hanks  
NKOL, LLC.  
71 Cavalier Blvd  
Florence, KY 41042**

Dear Ben,

It is indeed my pleasure to write this letter of recommendation for NKOL. You and Ben Townsend have provided us with superb service over the past years and we have been pleased with the advice and products we have received from you. As you know, computers are not my strong suit, and I have appreciated your willingness to spend the necessary time with me so that I understand what I am buying and how to operate it.

As with any business, service after the sale is the key to satisfied customers and NKOL has certainly gone the extra mile when it comes to providing quick and correct solutions to the inevitable glitches that occur. I know that when I call with a computer problem it will be addressed expediently so that my business downtime is minimized.

Rest assured, you have my business, both corporate and personal, and I will recommend NKOL to anyone who mentions computers! Thanks again for all your help and service, and very best wishes for a successful and prosperous 2004.

Sincerely,

A handwritten signature in cursive script, appearing to read "Andrew Weiss".

**Andrew Weiss  
Vice President**

**AWW/ky**