

Wednesday, January 21, 2009

Ms. Heather Orso  
Sonitrol Pacific  
1406 140<sup>th</sup> PL NE, Ste. 107  
Bellevue, WA 98007

To the Sonitrol Pacific Team:

We wanted to take this opportunity to tell you how impressed we have been over the years with the service you have provided us at Federal Army & Navy Surplus, Inc. We have been customers since 1998.

We have been reminded several times over the years why we choose to go with Sonitrol Pacific as our security company. One time in particular someone hid upstairs unbeknownst to us after we locked up the shop and went home for the evening. Your system wasn't fooled. Your audio sensors picked up the movement after we left and your operators quickly dispatched the Seattle Police. The man was apprehended before he was able to leave our store. It is a great feeling to go home at night and know that our business is safe.

In addition to Sonitrol Pacific's audio security system, they have also provided us with excellent service through-out the years. When things break, they simply come and fix them. If there is a false alarm because of this problem, they take care of the fee. On a regular basis we see a customer service representative who checks all of the devices, they handle the updates and keep our security information current. Sonitrol Pacific has really delivered on what they have promised. If you are looking for a security system that really works and a company that stands behind their product, we would highly recommend Sonitrol Pacific.

Sincerely,



Henry Schaloum President  
Jack Schaloum Vice President  
Federal Army & Navy Surplus, Inc.