

# Des Moines Drug & Hallmark

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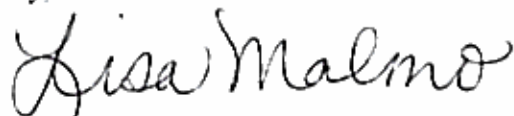
To Sonitrol Pacific:

Over the past 8 years we at Des Moines Drug have used Sonitrol Pacific as our means of security. Sonitrol Pacific is always helpful and attentive to our needs. Over the years we have had more than our share of attempted break-in's. In fact in August of 2004 we had someone smash our front door in to get to the pharmacy. The operators at central station dispatched the police department immediately and the police arrived on scene within 2 minutes of the initial alarm. Due to Sonitrol's fast response and good relationship with the Police no merchandise was stolen.

Sonitrol Pacific is more than just an alarm company that sells a product. They really do stand behind it. They guarantee us with a \$10,000 per incident performance warranty that if they don't dispatch the police they will share in our losses. Not only do they stand behind their product monetarily but they back it up with service. From making sure our system works properly with preventative maintenance calls to our friendly customer service representative coming out to test out panic buttons Sonitrol Pacific has partnered with us in all of our security efforts.

I can confidently recommend Sonitrol Pacific due to their superior product and outstanding level of service. I can truly say I go home at night with the feeling that my business is safe.

Sincerely,



Lisa Malmo  
Des Moines Drugs  
Owner/Buyer