

September 14, 2007

ISB INFORMATION DATABASE  
934 UNIVERSITY DRIVE #141  
CORAL SPRINGS, FL 33071

Attn: Mr. Tom Steed

Late October of 2001, our company, Alpha Associates, engaged in your service for, what we thought, was collection of uncollectable accounts. We were never more wrong. Your company has proven to have the unique team to collect and/or resolve the debts owed by delinquent customers. I have worked with you, Donna Zwilling, and Becky Smith, and could not have asked for more diligent people to handle these unpleasant tasks.

I am leaving the employment of Alpha Associates on September 28, 2007 and regret leaving many co-workers that I have enjoyed working with. I must also include your staff as co-workers that I will miss working with.

I have had marketing calls from many Collection Agencies that just wanted a chance to have me try their service. Without even hesitating, I told them all that I was pleased with the agency that I have been working with, and my policy is, "if it ain't broke, don't fix it."

Please accept my sincere "Thanks" for your excellent service, and I will miss all of you. If I'm ever asked to recommend a commercial collection agency, yours will surely be at the top of the list.

Sincerely,



Beverley Smith  
Credit Collections  
Alpha Associates, Inc.