

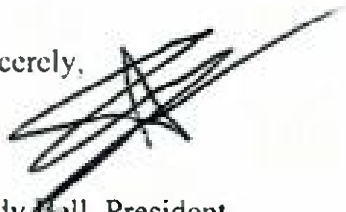
July 10, 2008

Over the last three years, The Growth Coach's Strategic Mindset Process has been an excellent coaching and accountability program for our franchise owners and franchise system as a whole. More and more of our franchisees are starting to think and act like strategic business owners and less like "handyman technicians." Such a progression has been very good for the individual franchisees and the entire system. The Corporate Office's decision to sponsor a "national coaching program" has been a wise investment and generated substantial "goodwill" within our franchise community.

We are now entering into our 4th year with The Growth Coach and continue to see tangible benefits as a result of this proven coaching process, gathering groups of our franchisees together four times a year to collaborate and bond, and having a professional and objective business coach leading each group. In short, the testimonials received from those participating in the program are **outstanding**. Our participating franchisees have experienced results that include: greater income; fewer hours working; decreased "business owner burnout"; additional satisfaction and joy from being an owner; a greater sense of control and personal freedom; more balanced and fulfilling lives; and significant increases in the revenue and value of their businesses.

I, and the rest of the corporate management team, strongly endorse this program and would like to see all of our owners join the program to take advantage of the many benefits it has to offer. The bottom line is that we are experiencing offices growing at a much faster and more successful pace than was the case prior to The Growth Coach program. We are regularly thanked by our franchise owners for caring about their growth and development as owners by offering a powerful coaching program that has made such a significant impact to their businesses and lives.

Sincerely,



Andy Bell, President