

# BMS Catastrophe

Global Disaster Recovery 1.800.433.2940 www.bmscat.com



April 7, 2008

Bob & Ted Lloyd  
RecordMax  
40 Northtown Drive  
Jackson, Mississippi 39211

Bob & Ted, I just wanted to write you a note and express how much I have enjoyed working with you and your entire team during this most unfortunate catastrophe.

I have been involved in the restoration business for 20 years and I always stress the importance of a realistic plan to deal with such events. Very few companies actually have a plan in place and the ones that do often are not able to implement it properly.

I can say with complete confidence that you not only have a plan in place but can effectively implement it. Your team should be congratulated on their efforts that have resulted in an orderly and timely implementation of a well designed plan.

Regards,

A handwritten signature in black ink that reads "Dennis McKinley". The signature is written in a cursive style.

Dennis McKinley  
Regional Director  
BMS-CAT