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May 6, 2009

Kordell Norton  
3262 Darien Lane  
Twinsburg, OH 44087

Dear Kordell:

Let me take a moment to give you some feedback on both our Annual Meeting and the meeting with Leadership Team. Your presentation to the staff at our Annual Meeting, "We Be Giants" was so well received by our staff that most commented that it was by far the best meeting we've had. The theme of your keynote address carried through for our next day 5 hour Leadership Team meeting.

While we failed abysmally during the bridge building exercise, I believe you energized our Leadership Team with the rest of the morning's challenges. We are thinking strategically today, with all focused on the \$20.00 goal, to which each believes they will attain by August 12. One of our Branch Managers recently wrote, "What a great meeting with Kordell. I love this man. Everything I do I see his face. Looking forward to meeting with him again."

That captures the sentiment of our Leadership Team. Thanks for the great start. We look forward to continuing this process through the rest of the year. You have provided us with a great balance between innovative thinking and overall process improvement. The results should be awesome.

Sincerely yours,

A handwritten signature in black ink, appearing to read "J.E. Geller", written in a cursive style.

John E. Geller  
President

