

Hi-Tek Security Services, Inc.
Attention: Mr. Elliott De Castro
Oak Ridge Business Park
1860 Old Okeechobee Road, Suite 503
West Palm Beach, FL 33409

Dear Mr. De Castro:

On behalf of *Emerald Isle at Laguna Lakes Condominium Association*, I would like to thank you and your staff for an incredible job performance that the Association has experienced since you stepped onto our property.

Your company has exuded the highest quality of customer service that is so lacking in today's business community. As a new community recently turned over to the owners, your company stepped "up to the plate" and brought the community up to the standards our owners expect for their properties. Even met with difficult challenges, Hi-Tek's staff was professional and handled situations that could have been potentially dangerous to the community with prompt and expedited coverage as needed.

I believe that developing quality relationships with the service industry makes everyone's life easier. Instead of the usual "this is what we do" concept, you presented your company as "what can we do for you" attitude? This fresh approach gives Hi-Tek's potential customers the feeling that Hi-Tek is concerned about specific security issues tailored to their properties needs— not the general concerns as most security companies "this is what we do"!

In conclusion, the management of the properties at Emerald Isle has been extremely easier with Hi-Tek. The Association is looking forward to a long and continued relationship for our security needs.

Sincerely,

Emerald Isle at Laguna Lakes Condominium Association



Rebecca J. Duff, LCAM
Assistant Property Manager



Emerald Isle
at Laguna Lakes