

PHILLIPS, GOLDMAN & SPENCE, P. A.

JOHN C. PHILLIPS, JR.
STEPHEN W. SPENCE
ROBERT S. GOLDMAN
LISA C. MCLAUGHLIN
JAMES P. HALL
JOSEPH J. FARNAN, III
BRIAN E. FARNAN
DAVID A. BILSON*
MELISSA E. CARGNINO
MIRANDA L. JOHNSTON*

*PENNSYLVANIA BAR ONLY

ATTORNEYS AT LAW
PENNSYLVANIA AVE. AND BROOM ST.
1200 N. BROOM STREET
WILMINGTON, DELAWARE 19806

(302) 655-4200
(302) 655-4210 (F)

SUSSEX COUNTY OFFICE
1509 HIGHWAY ONE
DEWEY BEACH, DE 19971
(302) 226-4200
(302) 226-1205 (F)

REPLY TO: Wilmington

February 21, 2007

KDI
855 Sussex Blvd.
Broomall, PA 19008
ATTN: Customer Service

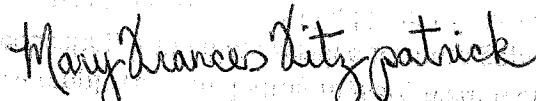
RE: Brendan Blanche

To Whom It May Concern,

I would like to take this opportunity to advise you of the recent pleasant experience I had with one of your repair technicians as well as your company. I am a paralegal at Phillips, Goldman & Spence, P.A. and Fridays are one of our busiest days of the week. On Thursday, February 15, 2007, both of our copiers began having problems which made one copier completely unusable and the other copier useable but with great difficulty. In addition to this, we were extremely short staffed and most employees, including myself, were feeling very frustrated. On Friday, my office placed a call requesting immediate service for both copiers. Within an hour, one of your technicians, Brendan Blanche arrived and had both of our copiers repaired.

What impressed me the most and the reason for my letter is not the fact that Mr. Blanche performed his job so efficiently. On Friday, in addition to having two (2) broken copiers, our fax machine also went on the blink. As I was continuing my futile attempt at fixing a "paper jam", Mr. Blanche was completing the repair work on the second copy machine. Once he had finished, Mr. Blanche offered to take a look at the fax machine and was able to fix the jam immediately. What took him less than five (5) minutes and what probably didn't cross his mind again the rest of the day, saved me more than just wasted time, on this particular Friday, it might have very well saved my sanity. Please be sure that I spent a good part of the weekend, relaying the story of this rare 'act of kindness' performed by Mr. Blanche. His work and his behavior is a wonderful reflection of not only himself, but your company. Thank you.

Sincerely,



MARY FRANCES FITZPATRICK
Legal Assistant