



Global Contact Services, LLC

August 29, 2007

To: Whom it may concern
From: Bryan Overcash
Re: RDS & Associates / Dave Sicklesteel

Our company, Global Contact Services (GCS), operates 11 call centers in 6 states across the US. We have approximately 1,500 associates who receive and place over 1,000,000 phone calls for insurance companies and financial institutions daily.

Dave Sicklesteel and his company, RDS & Associates (RDS) have provided GCS with new, previously-owned and remanufactured furniture for our call centers, dating as far back as our inception, nearly 6 years ago. I'm pleased to say that, even in a high-traffic environment such as our call centers, the furniture we purchased in 2001 is still in use, and in very good shape, today.

We believe RDS offers superior value when compared with purchasing new furniture through dealer networks. We also find that RDS' experience and industry knowledge lead to the best decisions when purchasing used furniture for our projects. Finally, RDS' help with project management has been invaluable to us. We explain our needs, outline our budget, then turn it over to RDS staff for execution. They've done a fantastic job for GCS, and I highly recommend them!

Please feel free to call me with questions or for additional information.

Bryan Overcash
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