

From: John Voigt <john@ampadcreative.com>  
To: info@colemancampers.com <info@colemancampers.com>  
Date: Monday, April 26, 1999 10:19 PM  
Subject: New Customer

Dear Tony

My neighbor across the street was so impressed with our Niagara POP UP, he wants one for himself. Of course he also wants the same deal that you gave me. I told him you couldn't possibly do that because you had to pay me a commission for the referral. His name is Ted Arps. He will be calling you tomorrow. Please be kind...

A very satisfied customer  
John Voigt

R-02-88 14:48 FROM: ALBIS CORPORATION

10-2912422064

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26 January, 1999

Mr. Tony Kovach  
Toppers' Camping Center  
17930 U.S. 290  
Houston, Texas 77065

Dear Tony,

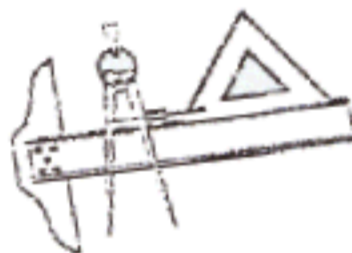
I would like to thank you and all of the folks at Toppers' for making my buying experience a pleasant one. Everyone, including yourself was knowledgeable, pleasant, and willing to go the extra step to help me in my decision on which 5<sup>th</sup> wheel trailer to buy. Your entire team was super in educating me on the workings of my trailer. They were great in teaching a rookie such as myself some of the tricks of the trade to help make my camping experience an enjoyable one.

I am now using my new Wildwood - 25RLSS everyday in my work and travels and have not had any problems, large or small, with the equipment. I believe that this is because of the exceptional quality of the product and the care that your service group used in preparing the trailer for delivery to me.

Again I would like to thank all of the people at Toppers', and especially you, for making this purchase a most pleasant experience.

Sincerely yours,

*Jim*  
James A. Graham, III, PE



Eagle Creek Engineering

PO Box 7039  
D'Barville, MS 39652  
(228) 872-2186 voice/fax

2101 Avenue H, #5-140  
Rosenberg, TX 77471  
(281) 615-8731



THE HOUSTONIAN  
HOTEL, CLUB & SPA

January 29, 2001

SUN HOMES

To Whom It May Concern:

Although this letter is unsolicited I feel I must seize this opportunity to express what a delight it has been to work with Tony Kovach during this most exciting and special time in my life. As one speaking from experience in an industry where knowledge, professionalism and superior customer service is at it's highest caliber, Tony has defiantly gone the extra mile.

This is my first home purchase. It could have been very confusing and frustrating, but having Tony to help me through this home buying process has actually proved to be fun and a wonderful learning experience. Tony's efficiency and attention to detail is only surpassed by his wonderful personality, which shows genuine care and concern for his customers needs. Because of Tony I am very, very confident that choosing a SUN HOME was the best decision I could have made.

Sincerely,

*Angela Marie Dean*  
Angela Marie Dean

111 NORTH POST OAK LANE HOUSTON, TEXAS 77024 (713) 680 2626 <http://www.houstonian.com>

261-622-12938 FROM: WORLDWIDE FLIGHT SER 2814821+2038  
12-19-2000 1:38PM

P. 1

Reggie Porch  
1097 North Plaza East Blvd.  
Houston, Texas 77073

L.A. Tony Kovach  
Pine Trace Community  
Sales Manager

December 18, 2000

Dear Tony,

I've been wanting to write you a letter and tell you how much I appreciated all of your help in purchasing my new home. You are one of a kind and I wish there were more people in this world like you, as it would be a better place!

Thank you so very much for all you have done for me in such a short time. First for helping find the perfect home to fit my needs, then for the speedy possessing of my loan and now for the early move-in day, before the holidays. It is almost unbelievable!

Now I wish you and your family a very "Merry Christmas" and a wonderful "New Year" in the year 2001.

Best Regards,

Reggie Porch  
*Reggie Porch*

Jul 26, 2000 3:49PM FLOOR TECH

No 3275 P. 1/1

Hey all you gup up there in the big city of Cleveland—

I just want you to know that you have inherited one of the best, if not the best, teams anywhere around when it comes to customer service and hard working individuals.

I've give it 6 months and Tony will have everyone in the city of Cleveland in Nationwide Homes, after Sheri has managed to get them financed?

They aren't even gone for 24 hours and I already miss them!

Truthfully they are the most caring people in sales I've ever dealt with.

You will enjoy their laughter, their honesty, their loyalty and last but not least — their ability to make customers feel #1.

Take care of them for me!  
*Aue Bispa*  
a satisfied customer!