



Ralph F. Hake
Chairman and CEO

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April 14, 2005

Mr. John Gregory
129 Broad Street Road
Suite A
Manakin-Sabot, VA 23103

Dear John,

Congratulations on being recognized as the winner of the 2004 Maytag Red Carpet Service Excellence Award. This award represents your company's relentless dedication to providing the very best service to your customers.

You and your team have proven year-in and year-out, that you have what it takes to be recognized as an outstanding service company. An unprecedented four-time winner of this award proves that fact!

Thank you for your great leadership, and to your entire organization for another successful year with Maytag Commercial laundry.

Sincerely,

A handwritten signature in black ink, appearing to read "Ralph F. Hake". The signature is fluid and cursive, with a large initial "R" and "H".

RFH/cls