**August 22, 2003**

**Dr Wohl sent us an email which read:**

To: Carl Sprengle, Jr
Mike Graham
David Sonner

I have spoken and worked with you three gentlemen in my research and installation of the Smart Vent product. The result of all of this leads to my conclusion **that you are manufacturing and marketing a unique product which has value in protection from flood damage in buildings** with Smart Vents installed. I had no prior information about this product until it was mentioned by my flood insurance agent.

First I want to express my appreciation for the instruction you have provided. I worked closely with my USAA Insurance company which handles most of my insurance contracts. **I found my contact with each of you to be courteous, valuable and responsive. The purchase and installation were accomplished quickly and expeditiously.**

The majority of my time during this process was with David Sonner. I want to **praise Mr. Sonner for his expertise, reliability and extending his time and effort in his volunteering to assist and contribute some services beyond his main contract.** In addition to all of this sincere appreciation, I must add that he is a remarkable gentleman who gives far more than his outstanding contractual service required. It has been a pleasure to have met David who successfully completed the project.

In addition, I must add that the resulting completion has not only offered better flood protection, but also the Certificate of Engineered Flood Openings plus the Elevation Certificate supplied by the recommended surveying company have **resulted in a significant saving in my flood insurance premiums**. The cost of the compliance has already resulted in prorated refund and will lower subsequent premiums. The expense involved in the compliance procedure will be more than compensated with this and future premiums.

With sincere regards,

Norma S. Wohl, M.D