



February 23, 2001.

To Whom It May Concern:

Last Summer, Fairbanks Scales decided to invest in an outside professional telemarketing company to identify new customers for both sales and service. After some research, Fairbanks chose Client Focus Connections in Wisconsin Rapids, Wisconsin to handle our telemarketing needs.

Our telemarketing program with Client Focus has been in place since September 2000. Client Focus has been able to contact almost 80% of the calls attempted and near 13% of the contacts have shown interest in our products or services. A number of purchase orders and service contracts have originated from these calls. We attribute the success of this program to Client Focus' efforts.

Client Focus has shown to be a professional, responsible telemarketing firm dedicated to finding prospective customers for our company. From the beginning, they have provided outstanding service which they have customized to meet our particular needs. We highly recommend Client Focus to any company looking for assistance in finding new business leads.

Sincerely,

Ingrid L. Adel
Director of Marketing Services