

**THE FOOD SERVICE COMPLIANCE CENTER**  
**Corporate Office**  
**5989 West Saginaw Highway, Suite 343**  
**Lansing, Michigan 48917**

February 16, 2007

Dear Customer:

Thank you for your recent purchase of handwashing posters from our company. Please be advised that our order form contained incorrect information. In particular, the order form indicates that the Federal Food Code applies and that there may be fines of up to \$2,500 or loss of licensure for the failure to have the handwashing posters. Actually, the Federal Food Code and those penalties do not apply. Food service businesses in Illinois are not required by law to post a handwashing sign. We apologize for any confusion this may have caused.

The Office of the Illinois Attorney General, Consumer Fraud Bureau, filed a lawsuit against us in September over these advertising solicitations. In accordance with our settlement with that office, we are offering you a full refund of the purchase price. If you no longer wish to keep your posters, please return them to this office at our corporate address, which is as follows:

The Food Service Compliance Center  
Corporate Office  
5989 West Saginaw Highway, Suite 343  
Lansing, Michigan 48917

We are enclosing a United States mail service prepaid postage label for your convenience. Upon our receipt of the returned posters, you will be given a complete refund of the purchase price.

On the other hand, we hope that you are satisfied with the posters and wish to keep them. If so, you need not do anything further.

If you should have any questions, or should you wish to discuss the matter, please do not hesitate to contact us at our toll-free number: 1-800-870-2669 and ask to speak to a supervisor.

Again, we apologize for any inconvenience. Thank you.

Very truly yours,

**THE FOOD SERVICE COMPLIANCE CENTER**