

DISTRICT MANAGER
ALBUQUERQUE CUSTOMER SERVICE AND SALES DISTRICT



July 22, 2008

Robert Lucero
2104 Camino Contento N.W.
Albuquerque, N.M., 87120-6160

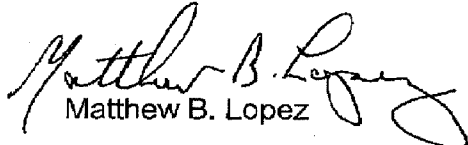
Mr. Lucero:

This letter is in regards to your February 2007 mailing. I regret the inconvenience you have experienced with this mailing. As with any service organization, quality customer service from professional, employees is vital.

On behalf of the Postal Service, we sincerely regret the experience that you had in this situation. As a customer, you have many choices and we must provide the level of professional service you expect and deserve. I regret this experience, which does not reflect the service we normally provide.

We work very hard to offer good service to our customers, and it is genuinely disappointing to hear about instances when we simply do not meet your needs. As a good faith effort to reestablish our business relationship I am refunding you your postage for the February 2007 mailing.

Regards,


Matthew B. Lopez

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