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Title Agency, Inc.

10883 Yankee St.
Centerville, Ohio 45458

Ph. (937) 885-0551
Fax (937) 885-0560

October 7, 2002

Donald Menrisky
President and Managing Consultant
Simplesoft Solutions, Inc.
10851 Yankee Street
Dayton, OH 45458

Dear Don,

I want to thank you for the successful upgrade implementation of our line-of-business application and, more importantly, highlight how you saved us both cost and frustration.

I appreciated your efforts in coordinating the upgrade to be performed remotely through a VPN connection, eliminating the cost of an on-site visit by a vendor engineer. I was also thoroughly frustrated with the performance of our software vendor and delighted when you took ownership of the database performance issues. Thank you for working directly with the vendor to resolve the issues and acting as our advocate to obtain a gratis client license.

Since we have migrated the Aim software to Microsoft SQL Server from Microsoft Access, we have not experienced any downtime due to the database errors and slowness we previously experienced. Minimizing system downtime obviously enables us to service our customers more effectively.

I am always impressed by your careful and thorough project planning for our critical software upgrades as well as general infrastructure improvements. You can be sure I'll recommend Simplesoft technical services to all of my business associates. I look forward to continuing our long-term relationship.

Sincerely,


Bill Hay
Escrow Officer