



PIRTEK PHILLIPS HIGHWAY
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Exclusive Territories Available

March 18, 2008

Pirtek USA, LLC
Attn: Mr. Morgan Arundel
501 Haverty Court
Rockledge, FL 32955

Dear Morgan:

As we launch Pirtek Phillips Highway, I just wanted to express my gratitude to you and your entire team at Pirtek USA. Over the past couple months, many Pirtek USA personnel have been instrumental in helping us prepare for the opening and ongoing operation of our new HSC.

A few people in particular were incredibly helpful, and went above and beyond to ensure our needs were taken care of and answering the many questions that invariably come with the launching of a new business. A key individual, who was with me right from the start of the initial personnel interview process, was Mike Metcalf. Mike's professional attitude, pragmatic approach to training our staff and insight into the on-site hose replacement service business, was tremendous.

During my training days, Paul Stewart was busy setting-up our shop in Jacksonville. He did not hesitate to work weekends and long hours to ensure we were ready to go by our target date. Paul's work ethic and trade skills are awesome and we are truly thankful for all the work he accomplished on our behalf.

A lot of behind the scenes activity and coordination could not have been done without the great follow-up of both Georganne DeSeve and Cindy Carles. I know both of these individuals were extremely busy handling the many details of the Franchisee conference, but without exception, whenever I needed something, there was never any hesitation to help.

Bobbie Reynolds was also very good to work with and demonstrated both perseverance and attention to detail as it related to ensuring our new vans were properly fitted-out. We certainly appreciate all her efforts; and the vans look absolutely fantastic!

During our training, and quite honestly, still ongoing, Kim West and Allison Muschett have been a tremendous help in acquainting us with the PDS system, and answering all our questions...over and over.

Other team members have also contributed to our start-up campaign and have been very supportive, including Scott McDonald, Ryan Egan, Richard Evans, Oak O'Hara, Matt Kemper, and of course, Gary Borgman and his entire team at Space Coast. These gentlemen were all very helpful throughout our pre-opening phase while at Rockledge.

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Another individual who is very enthusiastic and has gone out of his way to deliver parts as well as marketing materials, and who has provided his insight to our MSSTs is Mike Patterson – we really appreciate having him help us launch and get on the right track.

Karin Lubrano has been incredibly uplifting and helpful since the first day that I became involved with Pirtek. She was really good at keeping me on-track throughout the start-up process, ensuring nothing slipped through the cracks...and if it did, it had my initials on it!

Several franchise owners were also instrumental in lending pre-opening advice, and one in particular was both inspirational and very free to lend advice. Ray Rettinger has gone out of his way to help, providing a constant stream of encouragement as I embarked along the journey to opening Pirtek Phillips Highway.

I know there are many other people behind the scenes, who have also helped us over the past couple of months, and I sure do not want to slight them by not mentioning their names, as I recognize what a great team effort it takes to prepare for a new franchise opening. Please trust I am grateful for their collective efforts and I look forward to getting to know more Pirtek USA personnel as we move forward.

Of particular note, I would like to extend my deep gratitude for the insight, encouragement and consistency that Gwyn O'Kane has demonstrated since we met. Gwyn's vision for a franchise owner to create one's own future in harmony with the collective Pirtek mission is inspiring to say the least. I aim to contribute to this vision as well as the entire Pirtek organization and look forward to the journey.

Morgan, thank you for inspiring your team to take pride in their work and feeling compelled to lend assistance above and beyond. I value all of these individuals as one our greatest strengths for the franchise.

Sincerely,

A handwritten signature in black ink, appearing to read "Steve". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Steve Goulette
Pirtek Phillips Highway