

Svenska Handelsbanken

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September 15, 2004

Service Works Inc.
Mr. Lawrence McCreanor
Vice President of Sales
95 Megill Road
Farmingdale, New Jersey 07727

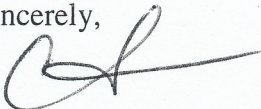
Dear Mr. McCreanor,

At this point in time I would like to say a "JOB WELL DONE", by Service Works, Inc., for installing the security system at Svenska Handelsbanken. Service Works Inc. was brought in at the last second of our new office build out. Starting with Mr. Robert Ryan who listened to our needs, and concerns. He then assured us that the security system would be up and running for our move in at our new premises. The installation went without problems and was up and running on the promised date. Mr. Larry Marino who installed the security system stayed with us for the entire move in weekend and was here for us during the first weeks of our move in to make changes we requested. His follow up, patience, and understanding was way beyond what I have experience from other security company employees. Mr. Marino even called me from his hospital bed to follow up on a service call, that is what I call true customer service.

What more can I say, other than it has been a total pleasure for Svenska Handelsbanken in dealing with your organization. Your company is solidly built with professionals.

Once again thank you and your staff for all the effort put into our security system.

Sincerely,



Christopher Sansevere