



CLIENT RESEARCH SERVICES

307 N. Cedar • Owatonna, MN 55060

April 13, 2011

Tom Helling
Presidents Solutions, Inc.
5005 Aldrich Ave. South
Minneapolis, MN 55419

Dear Tom & Team,

It is my pleasure to summarize the successful conclusion of your 2010 client satisfaction survey report. While this is the 2nd year of tracking client satisfaction for Presidents Solutions, it continues a relationship of over 16 years of doing business together. Congratulations on your continued dedication and commitment to providing quality service for your clients.

I would like to mention a few highlights of your 2010 report. 100% of your clients rated the quality of your service as "Excellent" or "Very Good". Likewise, 100% of your clients stated that Presidents Solutions was accessible, responsive and completed the work in a timely manner.

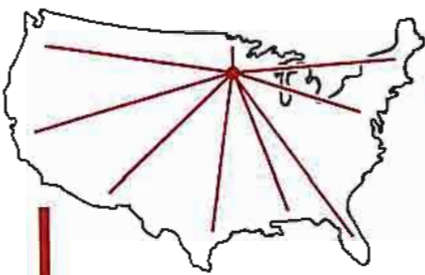
In addition, 100% of your clients ranked their overall return on investment from your services as "Excellent" or "Very Good". When I compare these figures to our other clients in many industries, Presidents Solutions ranks in the top 10% for client satisfaction. This is backed by the following answers to "What part of Presidents Solutions' service was the most valuable to you?"

- Strategic planning.
- My ongoing interaction with Tom. I value his advice.
- They came up with an indisputable value figure. It took away any negotiations and we got the price we were looking to get. All parties agreed it was an indisputable number.
- Skilled method of evaluation of our current business plans as well as measurable goal setting for the future, both short and long term.
- His astute understanding of human nature, combined with an extensive knowledge base and experience, has helped promote an environment of "can-do" team players.
- Tom's experience, industry knowledge and work ethic are exceptional. He provided peace of mind and represented our best interest throughout the entire process in our sale to a public company.

In 2010, you achieved an exceptional level of client satisfaction. The results speak for themselves. It continues to be our pleasure to work with a firm that places such high importance in measuring client satisfaction. I value your trust and confidence in our service as well.

Thank you and best regards,

Kent C. Kienholz, President



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307 N. Cedar • Owatonna, MN 55060

February 5, 2010

Tom Helling
President Solutions, Inc.
5005 Aldrich Ave. South
Minneapolis, MN 55419

Dear Tom & Team,

It is my pleasure to summarize the successful conclusion of your 2009 client satisfaction survey report. While this is the 1st year of tracking client satisfaction for Presidents Solutions, it continues a relationship of over 15 years in doing business together. Congratulations on your continued dedication and commitment to providing quality service for your clients.

I would like to mention a few highlights of your 2009 report. 100% of your clients rated the quality of your service as "Excellent" or "Very Good". Likewise, 100% of your clients stated that Presidents Solutions was accessible, responsive and completed the work in a timely manner. You certainly appear to have set the bar high!

In addition, 89% of your clients ranked their overall return on investment from your services as "Excellent" or "Very Good". This is backed up by the following answers to "What part of Presidents Solutions' service was of the most value to you?"

- The interaction with the partners
- The program is all encompassing and intricate
- Tom's experience in doing valuations
- They involved everyone, were sincere and made the players feel comfortable - a very excellent job of listening
- A unique and successful method of developing a business plan

In 2009, Presidents Solutions displayed a high ability to satisfy their clients. The results speak for themselves. It continues to be our pleasure to work with a firm that places such high importance in measuring client satisfaction. I value your trust and confidence in our service as well.

Thank you and best regards,

Kent C. Kienholz, President
Client Research Services, Inc.