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July 27, 2009

Paul Pearson  
The SpyGlass Group, Inc.  
2001 Crocker Road, Suite 200  
Westlake, Ohio 44145

Dear Paul,

I wanted to take a moment to thank you and the rest of the SpyGlass team for the work you did at Hacienda. With all the changes taking place in our economy, we're always looking for ways to trim cost and increase efficiency. Your audit helped us get a better understanding of our communication costs and save some money in the process.

At the beginning of the audit I was unsure of how much savings would be found, and I was pleasantly surprised by the results. You were able to identify a number of services that were not being used and also work with the phone company to get the prices on our current service reduced. From beginning to end, your team was very informative and working with you was a pleasure.

As a whole, your service took very little time and generated some significant savings – I would recommend SpyGlass to my colleagues.

Thanks Again,

A handwritten signature in black ink, appearing to read "TBoetsma", with a flourish extending from the end.

Tammy Boetsma, CFO  
Hacienda Mexican Restaurants.