



May 6, 2008

Dan Petrillo,

In September 2007, the uninterruptible power supply (UPS) system for Community Financial Credit Union's main branch malfunctioned due to an external power surge to the main electrical system. Unfortunately the credit union had to operate bypassing the UPS, leaving no backup power supply for several days.

If we had been protected by Total Protection Solutions surge protection with enhanced transient filtering prior to this incident, we could have avoided the damage to our UPS and the downtime associated with it.

This problem and ultimate solution made us aware of the need to protect all of our electronic and electrical equipment while improving our operational overhead expenses. Additionally, we have been able to improve the reliability and performance of all the electronic and electrical equipment we rely on to deliver service to our customers.

I am pleased to say that since this occurrence, Community Financial Credit Union has installed Total Protection Solutions surge protection equipment at all of our facilities. I am confident that we made the best decision for the credit union, but most importantly for our customers.

Sincerely,

A handwritten signature in blue ink that reads "Jan Billotti".

Jan Billotti
President/CEO
Community Financial Credit Union

Your life. Your family. Your credit union.