



SYSTEMS ANALYSIS SERVICES, INC.
335 AUBURN STREET
AUBURNDALE, MA 02466
TEL. 617-965-4615
FAX 617-965-2570

SOFTWARE CONSULTING SERVICES

September 22, 1999

Bartelt Aviation, Inc.
John Bartelt
Kirsch Municipal Airport
1301 W. Lafayette Street
Sturgis, MI 49091

Dear John:

Thank you taking the time to read my letter. It is my intent to describe my positive experience with your company for others to review.

The purchase of an airplane is perhaps one of the most important investments an individual can make. The basis of my purchase went beyond financial ones, as I planned to fly my family and myself on many occasions. Safety, reliability, and value were my top three considerations in purchasing an airplane. Trust, experience and knowledge were my top three considerations in selecting a broker.

Your company, as well as yourself, clearly understand these facts. Over many months I was able to work with you firsthand. Your knowledge of airplanes is overwhelming, and your specialty in the Piper Saratoga is unsurpassed. There is good reason why the industry has nicknamed you "The Saratoga King".

Working together, you educated me on several factors concerning my airplane investment. After careful selection from several Saratoga's in the market, I decided to begin a pre-buy process for one that you represented. Your extensive knowledge and network of mechanics provided me with a pre-buy shop that I felt comfortable with. You "walked" me through several issues to be sure that I was satisfied with my purchase decision. At no time did I feel pressured, and I clearly began to trust your integrity and professional manner. My satisfaction was always your motivation in this sale.

As a result of your approach, I felt very confident in purchasing my airplane from your company. Even after the purchase, you continued to call me to be sure I was having no problems with my airplane. The one time I did mention a minor problem, you were quickly on the phone, and without my request, found a solution. It takes a very special, caring person to provide these kinds of services.

At this point I would admit that our business relationship has turned into a friendship. I highly recommend your services to any person considering the sale or purchase of any airplane. Please have any prospective client call me if I can answer any further questions.

Very truly yours,

A handwritten signature in blue ink that reads "J. Victor Nahigian".

J. Victor Nahigian