



A NATIVE COMPANY

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2-20-14

Cameron Jarrett
Spencer Management, Inc.
118 W. 2nd St.
Bartlesville, OK 74003

Tom Tipton
4-State Maintenance Supply
503 N. Cline Rd.
Coffeyville, KS 67337

Tom,

Spencer Management has been purchasing from 4-State in some form or fashion for the past 8+ years. In that time we have thoroughly enjoyed and appreciated our working relationship. I have been impressed with your company and its ability to consistently provide for the needs of our businesses. The primary area for which I have been tremendously grateful is in your ability to provide superior customer service.

In my case, it is evident that this is achieved by your ability to select and train your sales and service staff. Mark Manley has been our representative for quite a while now, and I have to say I have been thoroughly impressed. His knowledge of the products and equipment is unsurpassed and has been hugely beneficial to SMI. Mark has played an instrumental role as we have worked to grow our businesses, offering needed advise, help setting up new accounts and countless consults on floor work that have netted SMI excellent proceeds.

Being in various service industries ourselves, we know how important it is to find, train and retain great people. When you take care of your people, they take care of your customers. It is clear that's a priority with 4-State. Thanks for all you do! We look forward to working with you for many years to come.

Sincerely,

Cameron Jarrett
V.P. of Operations
Spencer Management, Inc.