



September 5, 2002

Tom Calantropo  
Iron Horse Transport  
52 West Emerson St  
Melrose, MA 02176

Dear Tom:

Congratulations! It is my honor to inform you that **Iron Horse Transport** has been chosen to receive the **2002 Towman Ace Award**.

The ACE Award is given by **American Towman Magazine and sponsored by GEICO Direct** in cooperation with major motor clubs of North America. GEICO Direct and the following motor clubs acted as nominating agents for the 2002 ACE program: **Allstate Motor Club, Cross Country Automotive Services, CoachNet, GE Financial Assurance and Road America.**

**The ACE Award is the towing industry's most prestigious service award.** The criteria for which you have been selected include excellence in meeting your E.T.A.'s, expressed customer satisfaction, and overall professionalism. Statistically, by virtue of its selection as an ACE recipient, Iron Horse Transport is in the top 1% of the towing industry for service excellence.

The **2002 ACE Awards Dinner & Ceremony, sponsored by GEICO Direct**, will take place on Friday, November 8th, at 7:30 p.m. in the new Baltimore Convention Center during the American Towman Exposition in Baltimore, Maryland. As the company's owner, you are invited as a guest of GEICO Direct to the ACE Dinner & Awards ceremony to receive the commemorative ACE belt buckle. A new design for the buckle is created each year and this year's design is an exiting one.

All recipients will receive a Towman ACE Award Certificate — and a press release on your award will be sent to your local county newspaper. The legendary Ace Buckle is given to recipients who are present at the ACE Ceremony and Dinner.

Enclosed is an R.S.V.P. form and an American Towman Exposition registration form, which includes information for the Expo, hotels and events. **Please return your R.S.V.P. and Expo registration to American Towman at the address or fax number below by September 30, 2002**, so we can prepare your commemorative belt buckle. If you have already sent us your registration form for the show, please note that on your R.S.V.P. form

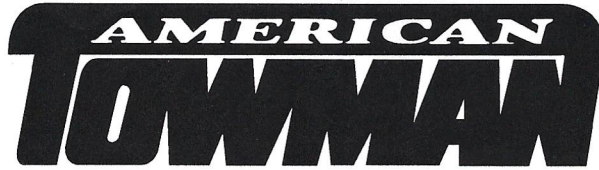
**Congratulations on being chosen as a 2002 ACE!** We look forward to seeing you at the awards ceremony on November 8th inside the Baltimore Convention Center.

Sincerely,

A handwritten signature in black ink, appearing to read "Steven Calitri".

Steven Calitri  
President

P.S. Please note: the Friday evening seminar program will run from 5pm - 7:30 pm and will not conflict with the ACE awards ceremony beginning at 7:30 pm.



September 30, 2002

Tom Calantropo  
IRON HORSE TRANSPORT  
52 West Emerson St  
Melrose, MA 02176

Dear Tom:

Congratulations on being honored as a Towman ACE for 2002! This year marks the 10th Annual ACE Awards Ceremony — we hope you will be there.

American Towman understands that performing motor club calls on a regular basis is a challenging venture. Your ACE award puts you in the top 1% of the industry for service excellence. Congratulations again on receiving this prestigious award.

The 2002 ACE ceremony, sponsored by GEICO Direct, will be a memorable event with a great dinner and ceremony.

In receiving your award in Baltimore you will receive the traditional ACE belt buckle. This year's buckle is truly an exciting one and you will cherish it.

I look forward to seeing you at the 2002 ACE ceremony, Friday November 8th at 7:30 pm at the Baltimore Convention Center.

Sincerely,

A handwritten signature in blue ink, appearing to read "Steve Calitri".

Steve Calitri

P.S. Enclosed is an RSVP form if you have not already responded and an Exposition registration form.