



November 1, 2000

Valley North American
499 Industrial Ave NE
Albuquerque, NM 87107



Dear New BBB Member:

CONGRATULATIONS! You've made the Better Business Bureau Honor Roll.

This gold star recognizes your excellent business record over the past year. Your commitment to fair and honest business dealings has earned you an A+ in customer satisfaction. We're proud to have you as a Better Business Bureau member.

Less than one company in ten in New Mexico can claim the distinction of meeting all of the demanding criteria necessary to be included on this list. Keep up the great work!

Sincerely,

A handwritten signature in blue ink, appearing to read "Jerry W. Shipman".

Jerry W. Shipman
President