



WALLACE HARDWARE CO., INC.

5050 S. Davy Crockett Parkway
Morristown, Tennessee 37813-3962
Phone: (423) 586-5650 • FAX (423) 581-0766



Matt Laux
Wallace Hardware Co., Inc.
Credit Manager
5050 South Davy Crockett Parkway
Morristown, TN 37813
423-585-6204 direct office
Matt.Laux@wallacehardware.com



September 3, 2014

Dear Glenn,

It is my please to recommend FD North America (First Data) and you Glen as Wallace's credit card processor. From the beginning of the relationship you were quick to compare our prices and services against other processors. We are quite familiar with the competitive factors in credit card processing. At Wallace we are solicited often to compare rates with other processors and we annually compare the pricing to make sure our processors live up to their expectations. We are pleased with the pricing and services that you have offered.

Weighing just as heavily in importance is the high level of service provided. You are always quick to respond to my inquiries. Wallace Hardware prides itself on our customer service and relationships with our customers. When a customer calls us they are greeted by a professional and courteous representative. Likewise, when I call you, I speak with you directly. I am not put on hold, I am not lost in automated prompts and I am not speaking with a card representative in a call center located abroad. I appreciate and value that highly that I can always pick up the phone and speak with you and get a level headed and clear answer. You are appreciated and I recommend First Data with no reservations.

Sincerely,


Matt Laux