

01/10/11

Everbrite, LLC.  
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100070  
THOMPSON ELECTRIC SIGN CO

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BATON ROUGE, LA 70895-5389 USA

## Subcontractor Performance Rating

WYN SINGER,

In Everbrite's continuous search for improvement as well as exceeding the needs of the customer, we have created a report card of your performance. We believe that by partnering with a reliable network of installers, we can fully satisfy our customer's needs. This report card reviews your contributions to installation and services provided to Everbrite from April 1, 2010 through September 30, 2010.

Our account managers fill out an evaluation on each completed job to give an accurate reflection of your performance. The evaluation questions are listed below along with your average for each question.

### Evaluation Questions:

- |  |     |
|--|-----|
| 1. Installers follow Everbrite processes, procedures, and scope of work on FSPO. |     |
| 2. Survey completed accurately and code research returned by due date on FSPO.   | 97% |
| 3. Permits, if needed, applied for and received timely.                          | 95% |
| 4. Communication - responsiveness to phone calls, emails, faxes, etc.            | 95% |
| 5. Installer accommodating, adheres to price matrix and controls cost overruns.  | 98% |
| 6. Completed installation on time and to customer's satisfaction.                | 98% |
| 7. Invoice and support documentation received within 5 business days.            | 93% |
| 8. Overall satisfaction of installer performance.                                | 97% |
|  | 90% |

0% - not applicable.

During this period, you have completed 16 project(s) for Everbrite and your overall performance rating is: 95.48%.

We hope you find this useful as you strive for improvement within your company. We have attached a summary by state for your review. Feel free to call with any questions or concerns you may have.

Best regards,

**Evan Homan**  
Installation Services Specialist

CC: Mary Jo Schleis  
Andrew Torcivia