

# FIANDACH FIANDACH

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December 29, 2009

Mr. Joseph Oster  
Structured Technologies, Inc.  
72 Cascade Drive  
Rochester, NY 14614

Dear Joe:

Just a quick note to let you know how pleased I am with your services. For a long time, I thought that given the fact that we only have nine work stations, we didn't require the services of a company such as yours. Boy, was I wrong!

Not only have you sorted out a series of long term problems we were encountering, but your 24/7 help desk which is set up on each work station is thoroughly responsive and knowledgeable.

Once again, thanks and best wishes for a Happy and Prosperous New Year!

Very truly yours,

**FIANDACH & FIANDACH**

Edward L. Fiandach  
ELF:sen

**Over Three Decades of DWI Defense Experience**  
**If you've made the wrong choice . . . it's time to make the right choice<sup>SM</sup>**  
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