

Taylor

ESCROW

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Greg Kunath
Senior Account Executive
Superior Press
9440 Norwalk Blvd.
Santa Fe Springs, CA 90670

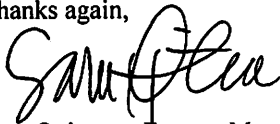
Dear Greg:

I am writing to thank Superior Press for the top notch client service we receive from Norma Holbrook, your client service team's escrow/title CSR. I was so pleased with Superior Press' excellent client service from a previous escrow company employer that one of my first goals here at Taylor Escrow was to begin ordering my banking supplies, i.e. checks, endorsement stamps AND file folders/envelopes customized to our needs. Once I learned that Superior Press can provide file folders/envelopes I became an ardent fan of their "One Stop Shopping" for our needs here at Taylor Escrow. The excellent working relationship that Superior Press has with our bank, City National Bank, also contributes to our very high level of satisfaction with Superior Press. Billing for our supplies is easy and painless.

Norma and the entire Superior Press team have ensured that their responses to my requests for products have always been very timely; and, because they are a *local company*, my products have always been delivered accurately and in the timeliest manner possible. They truly believe in and deliver outstanding CLIENT SERVICE.

In short, having Superior Press as a business partner is very refreshing because one of their main goals is to "delight us the end user." I would recommend Superior Press to any escrow company as they provide personal client service and continually go "the extra mile" to ensure that we receive our supplies correct "on time, the first time, every time."

Thanks again,



Sara Quintero, Escrow Manager
Taylor Escrow