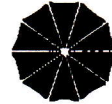


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FAX MEMO

Skandia



DATE: December 11, 1997
TO: Staffan Lessner, Sweden Crystal
FROM: George A. Chaffee
RE: Prompt Responsive Quality Control

NUMBER OF PAGES (INCLUDING COVER PAGE): 1

Staffan, I was quite impressed with the helpful input from you and others at Sweden Crystal during the process of my first order from your company. Unfortunately, I received one more "s" than I bargained for but this mistake was rectified before I had the opportunity to ask for an adjustment. Your people bent over backwards to be sure I was satisfied.

You can be sure I will think of Sweden Crystal when considering gifts for other clients or employees.

Best for the Holidays.

A handwritten signature in black ink, appearing to read "G. A. Chaffee", with a long horizontal flourish extending to the right.