

# Morgan Stanley

February 10, 2002

Service Works, Inc.  
5146 W. Hurley Pond Road  
Farmingdale, New Jersey 07727

Attn: Mr. Stephen E. Govel  
President

Dear Mr. Govel:

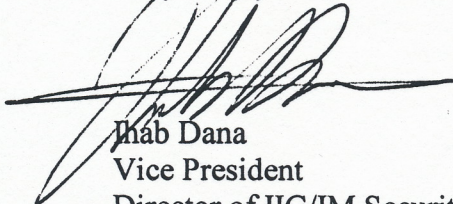
I would like to personally thank both yourself and your entire staff for all of the support and technical expertise received by Morgan Stanley since the September 11<sup>th</sup> terrorist attacks. Your entire group is worthy of special commendation for the tireless hours spent recreating our New York and New Jersey security network.

The project has now been expanded to encompass many sites throughout the United States, which have also been designed and installed by your organization in a professional manner. The engineering services and your attention to detail is also something which should not pass without many thanks.

The security team at Morgan Stanley made the right choice when we initiated a relationship with your company, and your ongoing service response has exceeded our expectations on more than one occasion.

Again, many thanks for a job well done.

Very truly yours,



Jhab Dana  
Vice President  
Director of IIG/IM Security