

# PHYSICIANS FORMULA

December 18, 2015

To Whom It May Concern:

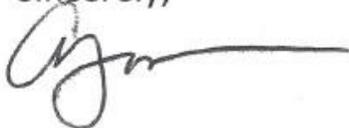
Fourteen years ago I moved to Atlanta and bought a new home. Out of convenience, I moved forward with the AV Company my builder used to build a theater room. The company installed my theater equipment as required but that is where the service level stopped. I was left feeling that they loved the installation payment but then moved on and forgot about me. I even got my builder involved thinking he could help. I could not even get the AV Company to return my call. Lucky I was referred to Modern AV and for the past 12 years I have worked exclusively with Rod Jones and his company and have been 100% satisfied with their quality of work and most important their service level.

The most important thing about AV equipment is the service level an AV company provides to their customers after installation and this is where Modern AV exceeds expectations. No job is too small for Rod, whether it's a new bigger flat screen in a bedroom, a replacement bulb for my projector or I need my remote reprogrammed because DIRECTV changed a channel number, it's not surprising when the problem is solved the day I contact him.

In the past 12 years, I have upgraded my theater twice with new technology, upgraded my whole home music system and installed two outdoor theater surround systems. Knowing Rod has made this very easy to do. I wish his company was the original company I had hired; it would have saved me two years of frustration .

It is very difficult to put in writing how much I value Rod and his company's service that they provide to me and my family. Hiring him 12 years ago was a great decision.

Sincerely,



Kevin Jacobson

Vice President Sales