



2200 Clifton Avenue
Nashville, TN 37203
615-320-7484
615-320-3099 (Fax)



December 30, 2008

Dear Customer,

Kimbro Oil Company would like to thank you for your continued business now and in the future. We have recently installed the ISO 9001-2000 Quality System to better serve your company.

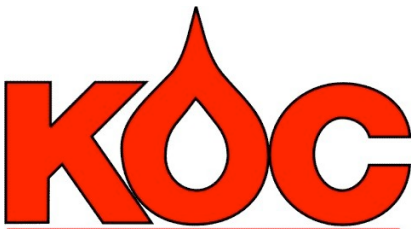
As part of our certification, the ISO 9001-2000 Standard requires that we survey our customers annually. This information is very important to our company.

For our records, please take time to fill out the attached Customer Satisfaction Survey and return to us via facsimile at (615) 320-3099 as soon as possible.

Again, we would like to thank you for your time and consideration.

Sincerely yours,

John Frost
Risk Manager / ISO Manager



KIMBRO OIL COMPANY

2200 Clifton Avenue
Nashville, TN 37203
615-320-7484
615-320-3099 (Fax)



Customer Satisfaction Survey

Customer Name: _____

Customer Address: _____

Contact Person: _____

Phone Number: _____

Please rate the following questions:

	Excellent 3	Very Good 2	Good 1	Poor 0
1. Have our products met your overall satisfaction requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Does your Salesman meet with you frequently?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Have we provided product technical support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Have we met the promised delivery dates?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Are you satisfied with the way your orders are handled?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Do you have any suggestions on ways we can better serve you? _____				

Signed by: _____ Date: _____