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May 28, 2004

Cagle's Billiard Sales, Inc.  
Robert and Michael Cagle  
11408 A Cronridge Drive  
Owings Mills, MD 21117

Dear Robert and Michael,

Congratulations on achieving the Brunswick Award for Customer Satisfaction in 2003. We truly appreciate your focused efforts and your commitment to superior customer service.

On behalf of Brunswick Billiards, I wish to thank you and your staff for your superior performance.

Best wishes and continued success in 2004.

Sincerely,

Rob Sheets  
Vice President - Sales  
Brunswick Billiards