



Rick DeGraw  
Sr. VP, Corporate Communications & COS  
3030 North 3<sup>rd</sup> St., Phoenix, Arizona 85012

January 13, 2009

Mr. Steven Kennedy  
ILJCC Facility/Security Director  
12701 N. Scottsdale Rd. Suite 120  
Scottsdale, Arizona 85254

Dear Mr. Kennedy,

My name is Rick DeGraw. I'm Senior Vice President and Chief of Staff of SCF Arizona, the state's largest workers' compensation insurance company. Part of my duties includes facilities and real estate. We own and operate the SCF Tower at 3030 N. 3<sup>rd</sup> Street in Phoenix, a 252,000 sq ft., 14 story facility.

When I assumed these responsibilities more than two years ago, we utilized a rent-a-cop security force and had problems weekly, from guards that had no idea what to do in an emergency, to those who slept during the day. Our employees were uncomfortable in a large building with weak security and we decided we needed to improve our security, but did not wish to expend much more money.

Luckily, we interviewed and hired Bulletproof Securities. They have been efficient, effective and incredibly helpful. The attitude of our employees has improved significantly, the number of "incidents" of one kind or another has been reduced to less than half, and Bulletproof's supervisors and staff have added new ideas to improve our efficiency and our safety.

I cannot stress enough how professional the Bulletproof staff has proven to be. Every staffer, at all times, is polite, courteous, efficient, watchful and unobtrusive. I receive thank you's from various staff people about how much better they feel in the building with the Bulletproof staff. They're always on time, they never have vacancy or absence problems and their cost, for increased and improved security, is only slightly higher than we had expended previously.

With hundreds of people coming and going all day and with late night and weekend hours, SCF Arizona has improved our security greatly and eased employee concerns significantly over the past two years. I cannot recommend Bulletproof Security more highly. They are professional and direct in everything they do and we have been very pleased with their service and their support.

I would be glad to speak directly with anyone regarding Bulletproof's operations at 3030 N 3<sup>rd</sup> Street. Please feel free to call me at 602-631-2044.

Sincerely,

A handwritten signature in black ink, appearing to read 'Rick DeGraw', is written over the word 'Sincerely,'.

Rick DeGraw  
Senior Vice President  
Chief of Staff