



Leading Small Businesses and Individuals to Success

2740 Airport Drive, Suite 170 * Columbus, Ohio 43219-2286 * Telephone (614) 532-4200 * Facsimile (614) 532-4900 * www.krebscpa.com * info@krebscpa.com

April, 2004

Dear Client:

With the completion of your 2003 return behind us, we want to thank you for your reliance on our tax services. The last three years have ushered in a host of changes in the tax arena. From the massive 2001 Tax Act to the more modest 2002 Economic Recovery Tax Act and the taxpayer-friendly Jobs and Growth Tax Relief Reconciliation Act of 2003, we've seen major changes in nearly every area of the Tax Code. With most of these changes phased in and out over a number of years, the complexity of tax law continues to increase with no end in sight. For example, Congress and the President currently have several more legislative proposals under discussion that contain significant tax provisions. Even with the current level of partisan bickering and the fact that it is an election year, some of these provisions could be enacted by year-end.

Our firm is pleased you have allowed us to handle your tax matters. As potentially major legislative developments take place, we are always available to discuss the impact of a new or pending tax law on your personal or business situation. In addition, to meet our commitment to you, we are constantly trying to identify ways to improve the quality of the services we offer. To help us in this process, please take a few moments to complete and return the attached survey or telephone us with your comments. (All responses will be kept confidential.) Also, we are always honored when clients refer others to us for assistance.

Again, thank you for allowing us to be of service.

Very truly yours,

Krebs Advisory Group

Client Service Survey

Please mark the appropriate column to express your reaction to the following statements about our firm.

Table with 6 columns: Statement, Strongly Agree, Agree, No Opinion, Disagree, Strongly Disagree. Rows include statements like 'Our firm understands your problems and issues' and 'Your work is handled on a timely basis'.

| | Yes | No |
|--|------------|-----------|
| If the opportunity presented itself, would you recommend our firm to others? | _____ | _____ |
| If no, why not? _____ _____ | | |
| May we use you as a reference? (If so, please list your name on the last line below.) | _____ | _____ |
| Has our firm ever failed you in any way? If yes, please explain. _____ _____ | _____ | _____ |
| Can you recommend any changes that should be made in the way we do business? | _____ | _____ |
| If yes, please describe. _____ _____ | | |
| Are there other services we can provide that would be of value to you (such as financial planning, estate or retirement planning, business succession planning, college savings planning)? | _____ | _____ |
| If yes, in what area(s)? _____ _____ | | |
| Is there anything we can do to improve our service to you? _____ _____ | | |
| Other comments: _____ _____ | | |
| Your name (optional) _____ | | |

Please return this survey by email or mail. Thank you.