Memo

Dear:

Texas Textile is proud to introduce its new call center to all of our existing healthcare facilities. Texas Textile's new call center has been extremely successful in opening communication. Texas Textile's new call center has been praised by our customers for its quick response and resolution to issues as well as continuous communication.

Texas Textile would like your help in providing us with an updated list of the administrative staff at your facilities. This will aid Texas Textile in communicating its progress not only in the new call center program but also in its upcoming service related website. Our website should be completed by the end of September.

Texas Textile's management would also like to meet with you so that we can unveil the full benefits and scope of our new call center programs.

Attached you will find the memo that was communicated to all of your facilities. In addition to the introductory memo and email Texas Textile will continue to have constant communication informing its healthcare facilities of useful and beneficial information that will provide value, as well as, savings to its customers.

The benefits that have been highlighted since the call center commenced have been daily communication as to clean/soil variances if a hospital is negative, delivery cart accountability clean carts delivered vs. soiled carts returned, Texas Textile distribution personnel verification of linen overstocking, as well as, delivery cart rotation on a 48 hour basis, identification of reject linen through green liner reject program, and soon to come daily notification of fill rates percentage per daily orders.

Texas Textile's management personnel which are now responsible for visiting its customers would like to set up an appointment at your earliest convenience to meet with you. Charles Hestdalen, General Manager, Lucy Heredia, Director of Support Svs, as well as Fred Heredia, President/Owner will be conducting all scheduled visits as well as on a per appointment basis.

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