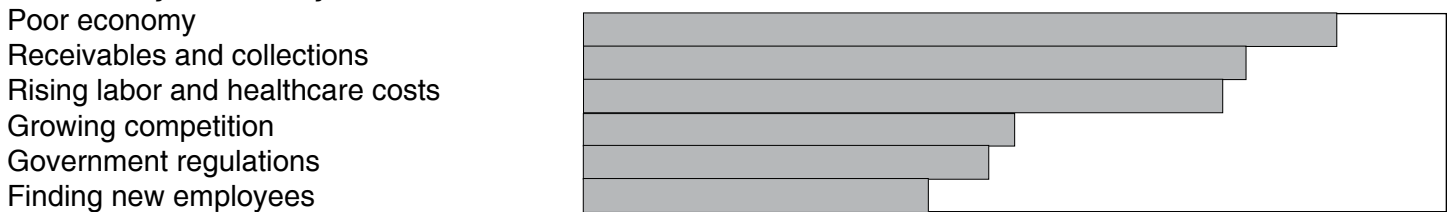


FSEA Receivables and Collections Survey

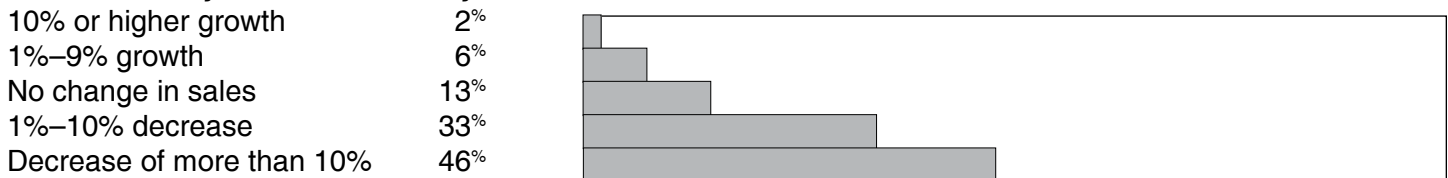
The following survey was conducted through a third party organization specializing in online surveys and email marketing. This specific survey concentrated on how companies in our industry are currently working with receivables and collections through our current economic conditions. There was a total of 94 respondents to the survey.



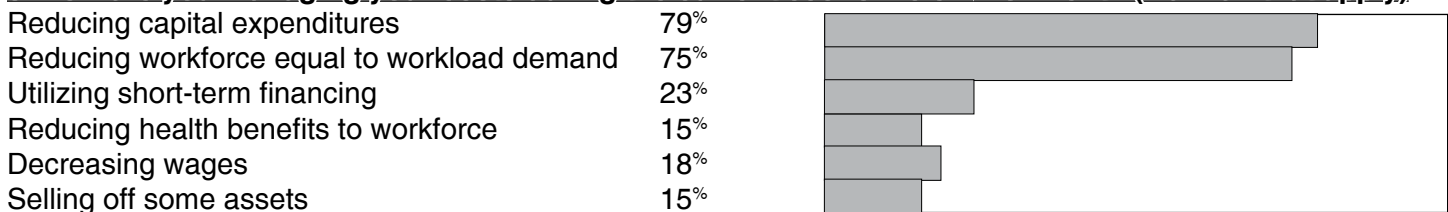
1. Currently, what are your main business concerns?



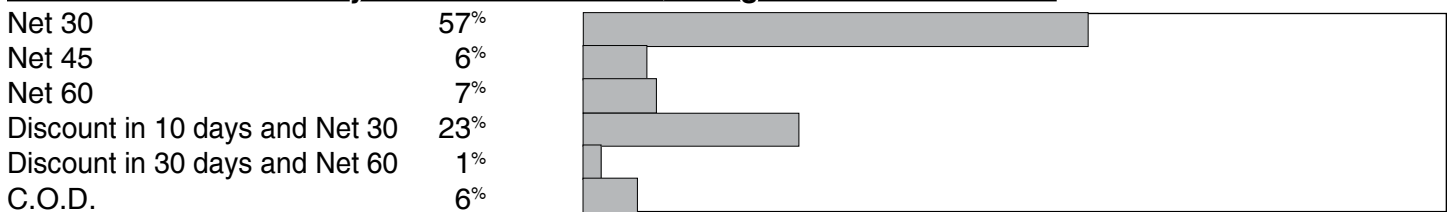
2. How would you best describe your sales in the last 4 months?



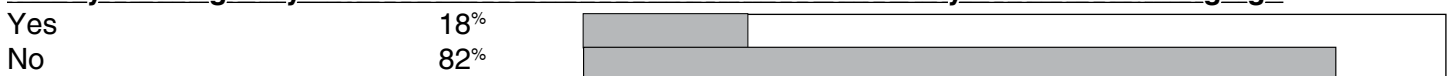
3. How are you managing your costs during the current economic environment? (Mark all that apply)



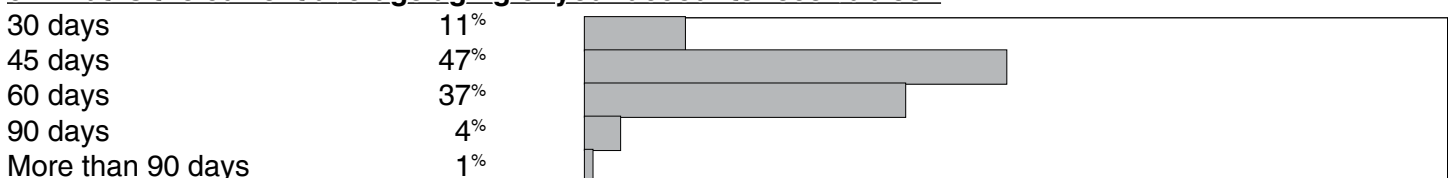
4. Which best describes your most common invoicing terms to customers?



5. Do you charge any interest or fees on account balances once they reach a certain aging?

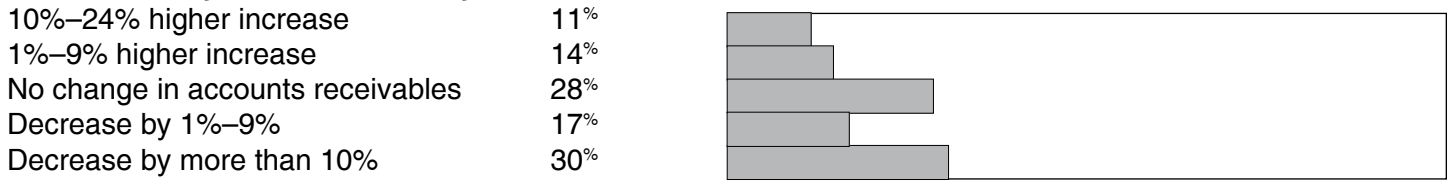


6. What is the current average aging of your accounts receivables?

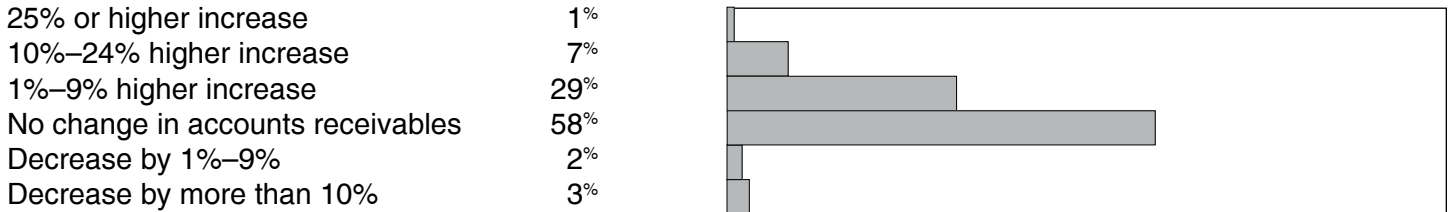


— FSEA Receivables and Collections Survey —

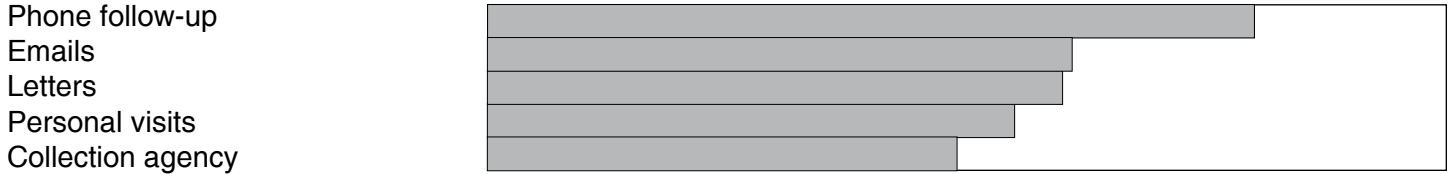
7. How would you best describe your accounts receivables over the past 6 months?



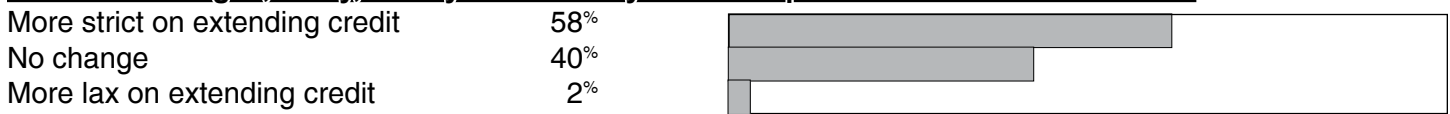
8. How would you describe your C.O.D. accounts over the past 6 months?



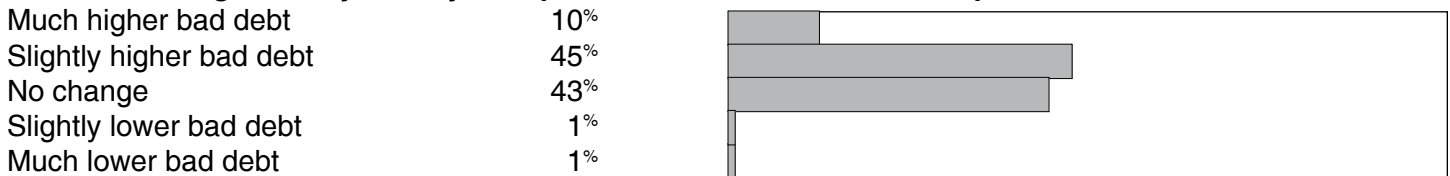
9. Which collections methods do you find most effective? (Please rank responses in order from most effective to least effective.)



10. What changes, if any, have you made to your credit policies in the last 6 months?



11. What changes, if any, have you experienced in bad debt over the past 6 months?



12. If you currently accept credit card payments, what best describes your policy?

