

BANCO FICOHSA

Tegucigalpa
December 14, 2000

Ing. Juan Rosabal
General Director
ROSABAL ELECTRONICA
San Pedro Sula

Dear Ingeniero Rosabal:

Recently we had an electrical problem in the principal office of Banco Ficohsa in Tegucigalpa. This problem only existed on the first floor of the building in the International area. In this area there were 12 computers and one NCR ATM machine, and the 12 computers were seriously damaged. However, the ATM machine that was protected on the AC and the signal line by a Panamax Telemax 6/LL was not. Unfortunately the 12 damaged computers did not have Panamax protection.

We want to make evident our satisfaction with the efficient and true protection offered by the Panamax surge protectors that you represent. In this incident the Panamax saved equipment with an approximate cost of \$20,000 USD.

We want to ask for the product warranty in Honduras, now that the protector is damaged, it will arrive with this letter. Likewise, we want to ask for an appointment with you to do a study of our installation with the goal of protecting all the equipment that to this date does not have Panamax protection.

Waiting for your news,

Mauricio Escalante
Chief of ATMs
FICOHSA Financial Group