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December 13, 2021

Heritage Safe Company
P.O. Box 349
Grace, Idaho 83241

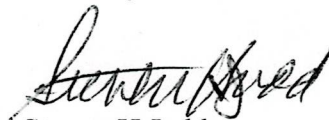
Re: Heritage Safe Repair

Dear Sir or Madam:

We have a Heritage, Fortress, gun safe with a Sargent & Greenleaf Keypad for Comptronic locks. The locking mechanism failed with the safe closed. Your customer service staff was very helpful but we were unable to open the safe. You indicated that we needed to call a locksmith. We called a local locksmith and were very disappointed with their service and follow up. We were told that they needed information about the safe but probably would have to drill through the locking mechanism possibly damaging the safe. Fortunately, we contacted Suncoast Safe & Lock. Right from the start, the situation improved. The receptionist took our information and said the service technician would investigate and get back to us which was done promptly without the need for numerous follow up calls. The service technician, Dallas, came out and within a short time opened the safe without damage and replaced the defective mechanism. The technician was courteous, knowledgeable and professional. We were very satisfied with Suncoast's service and happy to have the safe repaired and functioning without damage.

If any of your customers in the Sarasota, Bradenton or Venice, Florida area experience a similar problem with their safes, I would very strongly recommend Suncoast Safe & Lock and suggest that you refer your customers to them should they require service for their Heritage safe.

Sincerely,


Steven H Judd

cc: Suncoast Safe & Lock
121 Triple Diamond Blvd, Suite 2
N Venice, FL 34275
941-483-4459