

MEMO

From: James E. Sheedy
President



VCTV and Clune and Company have been business partners for over 15 years. VCTV provides a unique product that includes proprietary software, computer equipment, television channel transmission equipment and an on-going service warranty for closed circuit communication services to retirement communities throughout the country. VCTV has grown from only serving retirement communities in the Kansas City, Missouri area to a national network of over 700 healthcare communities in 47 states. Clune and Company has been our financial partner almost ever step of the way.

VCTV celebrates its 20th anniversary in August of 2009. Without Clune and Company, we would have never made it half of those years. Our business has been dramatically impacted by the financial services Clune has provided to us over these many years. The willingness to take our entire product ‘package’; software, equipment, and service and group all these services under a simple lease plan we could offer our customers, was a major contribution to our growth.

VCTV built our business on product performance and customer service. With Clune’s leasing programs as part of our overall offering to our customers it was critical they meet the service and customer care standards we require in working with our accounts. Did they measure up? You bet they did—and than some. Professional, courteous and sensitive customer contact with our customers has been a Clune trade mark that we have never been disappointed in—NOT ONCE!

As our relationship grew and our systems began to age we began to realize the double benefit of Clune as our financial partner. New system upgrades! We could successfully rollover a former VCTV customer under an existing Clune lease plan into a new VCTV system and software product with ease and simplicity. The outcome would produce the definition of a good deal. A good deal for all evolved. VCTV had a new sale, our Customer had a new cutting edge system and Clune had a new lease. In many cases the new lease to our Customer was at a monthly rate lower than the previous lease.

It is this combination of; a complete package leasing program, unmatched customer care and service with the opportunity to continually offer our customers new equipment at a fair value that has significantly contributed to the success and growth of VCTV. Thank you Clune and Company for being our financial partner.

With deep appreciation,
James E. Sheedy
President
VCTV, Inc.