



Better Business Bureau of Hawaii, Inc.
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February 24, 2009

Mr. Jeffry Affleck
Alltemp, Inc.
269 Papa Pl Ste 10
Kahului, HI 96732-2930

Aloha Mr. Affleck,

Hawaii's BBB is about to launch a new ratings system that makes it easier for consumers to quickly and easily find trustworthy businesses like yours.

This spring, all businesses in our database will receive an A+ to F letter grade instead of BBB's traditional satisfactory/unsatisfactory rating. The new ratings system is based on a formula that takes into account more than a dozen elements that are weighted as factors BBB considers important attributes of business reliability and trustworthiness.

In advance of the new BBB ratings system launch, we present your company's grade:

Alltemp, Inc. A+

BBB Accreditation remains the most reliable way for consumers to identify trustworthy businesses because it means the business has undergone a detailed review process and committed to abide by a set of ethical standards for marketplace conduct. And our new ratings system is a better way for BBB to communicate exactly why some companies in Hawaii don't make the grade and point consumers toward trustworthy businesses. The combination of your BBB Accredited Business status and our improved BBB Reliability Reports™ with letter-grade ratings is a powerful and valuable resource for consumers.

If you have any questions about your grade or BBB's new ratings system, call us at 628-3951 or 1-888-222-1772 toll-free from the Neighbor Islands.

Mahalo for your commitment to advancing marketplace trust in Hawaii.

Sincerely,

A handwritten signature in black ink, appearing to read 'Dwight Kealoha', is written over a light blue horizontal line.

Dwight Kealoha, CEO
Hawaii's Better Business Bureau