



The Ampersand Group VERIFICATION MANAGEMENT COMPANY

This is an important communication to let you know about the Verification Management Company and how this will affect you and your customers.

Dear Members,

Our current bank, Lighthouse Financial Corporation takes a random sample each week and sends verification letters under the trade name of Verification Management to your customers in order to verify the accuracy of invoicing and accounts receivable information. These letters are sent out approximately one week from the invoice date. This is done on an on-going basis during our banking relationship with Lighthouse Financial Corporation. During this process, Lighthouse will try not to verify an account more than once a quarter so as to not be a burden, but they will use their discretion depending upon the activity with a specific customer.

The letters they send provide a phone number that customers can call to verify the information over the phone rather than by mail. This phone number is to a dedicated line for Verification Management and is answered as such, rather than as Lighthouse Financial. If questioned regarding the reason for the letter, callers are informed that they work for lenders in an audit type capacity to confirm the accuracy of invoicing and accounts receivable information to ensure the invoice numbers, dates and amounts are accurate, and the product has been received. They also make it clear that the letter is not a delinquent notice or a request for payment.

This process is to be independent of the members of The Ampersand Group. If a member receives a call from a customer regarding a Verification Management letter, they can explain the reason it was sent and have them respond to Verification Management, but the member should NOT respond to directly to Verification Management and confirm the invoicing information.

If you have any further questions about this process, please feel free to contact me directly,

Best Regard,

Bob Penn
The Ampersand Group
Chief Operations Officer
bpenn@TheAmpersandGroup.com