

Most of us have on-going business relationships with suppliers. A successful relationship is a valuable thing. It means you're getting good account service, good order follow through and good pricing.

Pricing is always important but we believe exceptional account service is the gold standard. Rather than telling you how hard we work providing service to our customers, we thought it more credible if you hear it from some of my customers. I hope we'll get a chance to earn your trust in the future.

### Mount Olivet Rolling Acres

Stacy R., Human Resources

"I would recommend Chuck for any promotional materials. He is efficient, personable, organized and very helpful. I will definitely be doing more business with Chuck."

### Midtown Public Market

Carla K., Director of Marketing

"Chuck, we received the magnets today and we love them! Thank you so much!!!!!! Come visit us at the Farmer's Market."

### Onan Corporation

Gary B., Asst. General Counsel

"I highly recommend FCM as a company that listens well, makes thoughtful, useful suggestions, and executes perfectly. And they do so while staying well within budget."

### Honeywell Automation & Control Solutions

Pam E., Marketing Communications Mgr. 763.954.4917

"As always, thanks so much for the speedy revisions and fast turnaround. Over the years, I have pulled the 'ol ASAP request on you many times, and you never seem to let me down. I appreciate your high level of customer service."

### Honeywell Home & Building Control

Denny L., Communications Manager

"I have been a customer for over eight years and can give you an unqualified recommendation on their work in the areas of creative concepting, design, electronic production and project follow through. They have been excellent in these areas as well as competitive pricing, sticking to the budget and getting the job done on schedule even with a few rather unreasonable deadlines."

### Trane Corporation

Jay H., Marketing Manager 651.407.3812

"Hi Chuck, I'm happy to assist as a reference. Any company would be happy to award you the contract immediately!"

### Alpha Video and Xiotech

Melanie B., Director of Marketing

"Chuck was instrumental in guiding our branding and name recognition efforts with compelling marketing concepts and collateral that really pops."

### World Data Products, Xiotech and techies.com

Bruce C., VP of Marketing

"Over the years, I've asked Chuck and his staff to pull out some very remarkable pieces of work. They have never let me down and they have always been affordable. I don't often offer references, but they have earned it!"

### HealthCare Positioners

Darrell H., President

"Chuck, thank you for your creativity and timeliness in producing all new marketing materials for our expanding line of surgical positioners."

### Onan Corporation

Margie C., Communications Manager

"I'm always interested in the big picture, the long-term strategy and so is FCM. Certainly they'll do a "project" but their goal is always to achieve communications integration with the marketing strategy. It's big agency thinking from a small, personal firm. Chuck Muhl is passionate about delivering the best product at an affordable price and he's a pleasure to work with."

### Centron

Jan M., Direct Marketing Manager

"I wanted to take this opportunity to thank you for the excellent work you and your team have done for Centron. You can take full credit for our successful direct marketing campaign results! Thanks to the excellent creativity of your design and layout, our first two mailing efforts exceeded our expectations in terms of response."

### Apple Computer

Mary P., Sales Development Manager

"Over the years, I've asked Chuck and the FCM staff to pull out some very remarkable pieces of work. Most recently Apple's Channel partners were confused about the Apple field reorganizations and who to call to get support from Apple. With just a brief discussion they designed great looking and informative forms to convey the contact information effectively to three geographic regions. Chuck and staff did the follow-up with the regions, negotiated the printing and supported the distribution. They have NEVER let me down and they have always been affordable. I don't often offer references, but they have earned it!"

#### + BRANDED PROMOTIONAL PRODUCTS

+ Wearables + Calendars + Writing  
+ Electronics + Drinkware + Office

#### + MARKETING SUPPORT

+ Planning + Strategy + Promotion  
+ Concepts + Design + Copy

#### + ORDER-OF-SERVICE PROGRAMS

+ Each life is a story and each story deserves  
deserves to be celebrated + Custom designs

#### FCM MARKETING

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