



DEPARTMENT OF THE ARMY
HEADQUARTERS AND HEADQUARTERS COMPANY

December 27, 2004

President
Swiss Tech
701 Beta Drive, Unit #5
Mayfield Village, OH 44143-2330

Dear Sir:

I am a Soldier currently deployed to Afghanistan in support of Operation Enduring Freedom. As a Soldier, I frequently find myself needing a tool when none is available.

In December of 1997, I had just come back from a year-long tour of duty in Korea. My wife, Roberta, asked me what sort of stocking stuffer types of things I might like for Christmas. I'm a "gadget guy" and notoriously difficult to shop for, so she prefers the direct approach. I had just been looking through the latest REI (Recreational Equipment, Inc) catalog where I'd seen your Utili-Key. I told her I liked the looks of it, but we both agreed that REI's asking price was a bit steep (around \$17.00, as I recall). Imagine my surprise when Christmas morning rolled around and I had a brand new Utili-Key wrapped up in my stocking!

I remember thinking "Good Lord, she's just blown \$20 on this little slip of a whim. How am I ever going to justify the purchase?" Not two hours later, as I was installing her new car stereo, I needed a small phillips screwdriver. I had found the justification! I've got plenty of screwdrivers, but the only one I had at the time was my Utili-Key. That was the first in a long string of random use and abuse.

My experience since then has validated my loyalty to your tools. Your Utili-Key has been my constant companion. In fact, I've never broken nor lost one of them, but I've owned at least ten. Why? Because sooner or later a friend admires it, and it's such a handy little tool that I feel obliged to give to him. After all, I know where to get more.

And that brings us to now. I was having Christmas dinner with a friend at the chow hall here at Bagram just a couple days ago when I took out my Utili-Key for some odd use. Elliot noted that it was an "interesting" tool, so I showed him all the features and asked if he'd like one. He said he would, so I gave it to him. He was visibly pleased, but he doesn't yet know the full extent of his luck. Of course, I feel naked without it, so just today I ordered five more for myself and some other friends.

I want to thank you for making such an unbelievably useful tool. It is quite simply "there when you need it" and of all its features, that is the most useful one of all.

Thanks!

WAYNE R. LACEY
CPT, GS
Information Operations