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GLEN BURNIE, MARYLAND 21061

J.J. HAINES & COMPANY, INC.

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May 8, 2009

Dear customer;

We all can identify with the fact that the flooring industry has not been a whole lot of fun in recent times. Yet, we can be thankful for the blessings we have; a job, health, family, etc.

At J. J. Haines we are very thankful for the blessing of having a solid company with wonderful customers and suppliers, and terrific Haines associates who care about making our company the best it can be. They care about you! I trust you can see this every day you deal with us.

You, our customers, are the reason we exist. And, Haines has existed for 135 years. Founded in 1874, our company is one of the 100 oldest privately held companies in the United States. Not a boast, just a fact. A fact made possible by the loyalty of our customers for so many years. I spoke recently with a customer who has done business with Haines for 70 years! He can remember us helping him out of a jam or two when his business was in trouble. We can recall when he gave us the extra business we needed. We both will not forget the friendships that have been built. After all, there is more to business than business. For us, relationships are crucial to our success.

In honor of our customers' loyalty, we began on May 6th a six month celebration of our 135th anniversary. The anniversary gifts are for our customers. We have begun the first of three 60 day promotion events. We have also begun contests such as the customer who has done business with Haines the longest and the customer with the best Haines showroom. Your account representative can explain more about our "135th Customer Celebration."

Making the year 2009 even more momentous, we are also celebrating our 100th anniversary of doing business with Armstrong. Haines is the last remaining distributor of the first twelve Armstrong floor covering distributors. To honor this milestone and relationship, we will have special Armstrong promotions as well. We are grateful for the support through the years of our longstanding business partner.

While we have much to be grateful for and things to celebrate, it's hard to ignore the reality of a severe recession and fourth consecutive annual decline in the housing sector. Our view is that we are nearing the bottom. It's possible that things might get worse before getting better, but the end will come sometime this year. A recovery will come by next year at the latest, and maybe some improvement this year.

Here is an anonymous quote that I think is appropriate for dealing with a bad business climate.

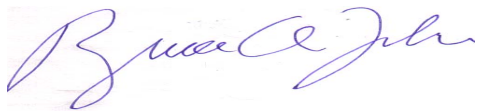
“Face the brutal facts. Focus and communicate with those around you. Celebrate successes. Wake up each day and do the boldest thing you can to make things better. Be confident that the future will be better.”

As for Haines, we are doing fine. We are making some money which makes us strong enough to do our best for you, our customers. We wish things were better for all of us. We are ready to help in any way we can.

“We'll be fine in '09. And growing again in '10”.

Thanks for your business.

God bless and best of luck,

A handwritten signature in blue ink, appearing to read "Bruce A. Zwicker". The signature is fluid and cursive, with a large initial "B" and "Z".

Bruce A Zwicker
President and CEO

Enclosed: A postage paid reply card survey is enclosed. We would appreciate you giving us some feedback. Thank you.