



3776 South High Street
Columbus, OH 43207-4000

July 2, 2009

Mr. Rusty Lucas
P.O. Box 422
Sandusky, OH 44871-0422

Dear Mr. Lucas:

I certainly appreciate you taking the time to write concerning Bob Evans Farms Inc. and our products.

I am sorry for the unacceptable original sausage links you purchased. We strive to provide our customers with high-quality food products, and I apologize that we disappointed you. We very much appreciate you letting us know so that we can investigate your concern. Also, I have forwarded a copy of your comments to our quality assurance team for their review.

On behalf of Bob Evans Farms, please accept the enclosed as a way for us to say thank you for bringing this matter to our attention. We look forward to serving you and your family in the future.

Sincerely,

Garrett Hajes

Garrett Hajes
Consumer Relations