



Glass Facts

November/December 2007

SEGA Board Holds Strategic Planning Meeting

The Southeast Glass Association (SEGA) has been working diligently to become a stronger association and a recognized leader in the flat and auto glass industry. Just recently, the SEGA Board of Directors, along with the executive director and assistant executive director, met in cabins located in Lake Louisa State Park to strategically plan the future of the association.



View from the back deck of the cabin where the Strategic Planning Meeting was held.

To get everybody focused to work together as a team for the next 24 hours, each person was assigned tasks to prepare for dinner, breakfast and lunch. Individuals helped cook the meals and clean up. This proved very beneficial and everybody had the opportunity to get to know each other a little better.

During the Strategic Planning Meeting, many topics were discussed.

The first issue addressed was the magazine. For several years, SEGA has printed a 16 page, bi-monthly magazine. The association's goal was to increase advertisement to defray costs for printing and mailing of the magazine. After time, this wasn't happening, and the magazine was only printed for January/



L to R: Greg Burkhart, Troy Hein and Woody Watters listen to others during the planning meeting.

February 2007. During the Strategic Planning Meeting, the board concurred that communication with the membership was extremely important. Therefore, the board voted to create an e-mail newsletter version of the magazine.

SEGA welcomes you to its first e-mail version of the newsletter. The SEGA office will continue to communicate with the membership through e-mails on a regular basis, but will continue the e-mail version of the newsletter on a bi-monthly basis. Any comments or suggestions that you have regarding this e-mail newsletter are greatly appreciated.



Standing: Phil Copare facilitates meeting. In chair: Dick Petrie. In couch: Robert Palmer and John Faour.

Another issue that was discussed was why companies should become a member of SEGA. Each participant was asked this question, and the following is a list of reasons that the participants of the Strategic Planning

(Continued on Page 3)

SEGA 2007 OFFICERS

Chairman of the Board

Jim Jackson
Architectural Glass Services

Vice Chairman

Troy Hein
YKK AP America, Inc.

Secretary/Treasurer

Terry Downs
Glass Systems, Inc.

Immediate Past Chairman

John Faour
Faour Glass Technologies

SEGA 2007 DIRECTORS

Greg Burkhart
Key Glass, LLC
Tommy Lee, III
Lee & Cates Glass, Inc.
Jeff Miller
Lore L. Ltd.
Robert Palmer
Clermont Auto Glass, Inc.
Woody Watters
Pensacola Glass Company
Bryan Yarborough
Glass Doctor

SEGA CONSULTANT

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Please submit your news releases, articles and comments for this publication to the SEGA office, attention: Julie, 231 West Bay Avenue, Longwood, FL 32750-4125. Advertising Space is also available. Please call the SEGA office at (407) 831-7342 or (888) 869-7961 for current rates and information.

SOUTHEAST GLASS ASSOCIATION 2008 CALENDAR OF EVENTS

February

11-13 NGA Auto Glass Conference, Tucson, AZ
19-20 Glass & Glazing Specialty License Exam

March

TBA Board of Director's Meeting, Tallahassee

May

6 SEGA Prep Course

June

17-18 Glass & Glazing Specialty License Exam

August

TBA SEGA Board of Director's Meeting,
Longwood

September

26-28 Golf Classic, Saddlebrook Resort,
Wesley Chapel
TBA SEGA Prep Course

October

6-8 GlassBuild America: The Glass, Window & Door
Expo, Las Vegas Convention Center,
Las Vegas, NV
21-25 Glasstec, D usseldorf, Germany
TBA SEGA Board of Director's Meeting,
Longwood
TBA Glass & Glazing Specialty License Exam

SEGA OFFICE

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FAX: (407) 831-5803
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SEGA STAFF

R. Bruce Kershner,
Executive Director
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Julie A. Kershner,
Assistant Executive Director
E-mail: julie@southeastglass.org

Meeting felt were important to them and why they continued their membership with the association:

Why should I be a SEGA Member?

- To support our lobbyist in the state of Florida.
- To get updates on government regulations.
- To be able to network among members.
- To share information with others in the same industry.
- To have social events to attend in the industry.
- To have access to educational programs to further your knowledge of the industry.



Facilitator Phil Copare manages to keep the participants focused.

The facilitator then asked those in attendance what services SEGA offers. The following is a list of services that the participants of the Strategic Planning Meeting felt they utilized or could gain access to through the association:

What services does SEGA offer?

On the local level:

- Helping with local building department issues
- Training
- Helping to make your business profitable
- Providing information
- Product knowledge
- Code regulations knowledge
- Delivery of Continuing Education credits

On the state level:

- Political and lobbyist
- Training for glazers
- Training for project management
- VoTech programs
- Continuing Education credits for AIA
- Code regulations knowledge
- Membership Communication

When the Strategic Planning Meeting was almost at the end, the facilitator decided it was time for SEGA to create a Purpose and Mission Statement. The board established and adopted the following for SEGA's purpose and mission statement:

PURPOSE

To provide an alliance of support for the commercial, residential and automotive glass industry.

MISSION STATEMENT

To provide the opportunity for increased professionalism and profitability through legislative, educational and training initiatives.

The Board of Director's presented Stoney Stonaker a plaque for all his years of service to SEGA and the industry. Stoney has been a driving force for SEGA and we wanted him to know how much we appreciated all he has done.



L to R: Roland "Stoney" Stonaker and SEGA Chairman Jim Jackson.

Holding this Strategic Planning Meeting in the cabins at Lake Louisa State Park was a wonderful idea. The SEGA Board of Directors were attentive and came up with some great ideas during the meeting. We appreciate all their hard work.

Thank you to the following people that took time out of their busy schedules to attend the Strategic Planning Meeting: Greg Burkhart, Key Glass & Window, Inc.; John Faour, Faour Glass Technologies; Troy Hein, YKK AP America, Inc.; Jim Jackson, Architectural Glass Services; Tom Lee III, Lee & Cates Glass; Jeff Miller, Lore L. Ltd.; Robert Palmer, Clermont Auto Glass, Inc.; Dick Petrie, Architectural Glass Services; Stoney Stonaker, SEGA Consultant; Woody Watters, Pensacola Glass Company; and Bryan Yarborough, The Glass Doctor.

Did You Know?

As a member of SEGA, you may take all of the National Glass Association's (NGA) certification exams and participate in continuing education re-certification programs at NGA Member rates. You are also entitled to purchase NGA's technical manuals at 25% off the non-member rate. Visit NGA's website at www.glass.org.

SEGA Golf Classic Golf Tournament



The Annual SEGA Golf Classic, held on September 21–23 was a lot of fun. Golfers teed off on the Las Colinas Course on Friday and the El Campeon course on Saturday and Sunday at the Mission Inn in Howey-in-the-Hills. This year's tournament provided three wonderful, sunny days.

The SEGA Golf Classic can be attributed to Chairman John Faour's, Faour Glass Technologies, efforts to provide the golfers with a memorable weekend of golf. Special thanks goes to John for his dedication and hard work on making this tournament one of SEGA's premier events of the year.



Competition was keen throughout the tournament play, with several teams vying for the top prize. But in the end, it was the play of **(R) Wake Gailey (Carter Electric Co., Inc.)** and **(L) Jason Holley (G.E. Supply)** that allowed them to walk away as the **Overall Winners**.

The tournament was a two-man team, three-day event. Each day was a different format. On Friday, the teams competed in a two-man scramble, Saturday a two-man best ball and concluded Sunday with a two-man alternate shot.

The golfers also competed for a \$50.00 prize for the Ball in the Circle Contest. The contest was held throughout the tournament on select holes. The only winner for the weekend was Wake Gailey when he hit his ball in the circle on Friday.

During each day's tournament, a putting contest was held. As each tournament passed, the putting contest became more difficult. One Friday, the winner of the Putting Contest was Brian Yarborough. On Saturday the winner was Brian Robinson. On Sunday the winner was Angelo Rivera.

Congratulations to the daily winners of the golf tournament:



Friday, September 21, 2007

First Place Winners: (L) Richard Gailey and (R) Jeff Miller (pictured to the left)



Second Place Winners: Jason Holley and Wake Gailey



Saturday, September 22, 2007

First Place Winners: Wake Gailey and Jason Holley



Second Place Winners: (L) Sixto Ovalle and (R) Mauricio Ovalle (pictured to

the left)

Sunday, September 23, 2007

First Place Winners: Mauricio Ovalle and Sixto Ovalle

Second Place Winners: Wake Gailey and Jason Holley



Overall Winners: Wake Gailey (Carter Electric Co., Inc.) and Jason Holley (G.E. Supply)



Thank You Sponsors. On behalf of SEGA, we would like to take this opportunity to thank the following companies for supporting the association by sponsoring the 2007 SEGA Golf Classic:

Golf Tournament Sponsors

- Coral Industries, Inc.
- C. R. Laurence Co., Inc.
- Flat Glass Distributors
- Faour Glass Technologies
- Glass Magazine

- Guardian Industries Corporation
- Gardner Glass Products and C.H.M.I.
- Pensacola Glass Company
- R. Bruce Kershner Company
- The ProSure Group

Beverage Cart Sponsors

- Solutia
- YKK AP America, Inc.

SEGA would like to thank the following teams that participated in the tournament:

Team 1

Richard Gailey and Jeff Miller with Lore L. Ltd.



Team 2

(L) Dick Petrie and (R) Jim Jackson with Architectural Glass Services, Inc.

Team 3

Jason Holley, GE Supply, and Wake Gailey, Carter Electric Co., Inc.



Team 4

(L) Brian Robinson and (R) John Faour with Faour Glass Technologies



Team 5

(L) Angelo Rivera and (R) Trey Rivera with Faour Glass Technologies



Team 6

(L) Bob Lee, RWL Communications and (R) Ralph Imbriani, Bright House Networks

Team 7

Mauricio Ovalle and Sixto Ovalle, Faour Glass Technologies



Team 8

(L) Mike Faour, Hydroknife and (R) Steve Bennett, Bolter & Carr Investigators



Team 9

(L) Bryan Yarborough and (R) Brian Klein with Glass Doctor

SEGA thanks everyone who participated in the tournament, pledged sponsorship, prizes or donations towards the tournament. It truly was a successful event. We hope everyone enjoyed themselves and look forward to seeing you again next year at Saddlebrook Resort in Wesley Chapel!

SEGA wishes everyone a safe and Happy Holiday Season and a prosperous New Year!

Hometown Democracy: "Utterly Unworkable"

Growth is an important challenge facing Floridians, but the so-called Hometown Democracy amendment is an unworkable solution.

Today, our elected leaders decide complex local planning decisions in consultation with expert planners, neighborhood associations and impacted residents. Hometown Democracy proposes to outsource these technical issues to the ballot box, requiring Floridians to 'Vote on Everything.' If this amendment passes, every Floridian will vote two to three hundred times each year on comprehensive plan changes. Far beyond controversial new development concerns, voters will be asked to decide minor plan changes like punctuation and sentence structure.

In addition, voters will be asked to make highly complex land use decisions without technical or legal counsel. It would not be uncommon for county governments to fall out of compliance with state mandates after elections. Furthermore, it is entirely possible that local landowners on the losing side of an election will take their case to the courts. This will expose local governments – and therefore, taxpayers – to this new and unavoidable liability.

Experts will even disagree on how Hometown Democracy fits within the existing process, how it functions in tandem with state laws, and how many elections it would require. The full scope of the amendment is not certain either. Some suggest it applies only to comprehensive plan changes while others argue it may also include hundreds of additional zoning changes as well. One thing is clear: Hometown Democracy is a "one-size-fits-all" meat-cleaver approach to growth management. Regardless of if you live in Marianna or Miami, Orlando or Okeechobee, or Tallahassee or Titusville, Hometown Democracy has one straightjacket approach in mind. In the long run, this proposal is utterly unworkable.

Should it become law, this amendment will lead to hundred-page ballots, each filled with 75 word summaries and 15 word titles for every proposed plan

change. Regardless of how long or complicated these proposed changes are, voters will be asked to cast their ballots based on those 75 word summaries. Voter education materials will run to thousands of pages for each voter; staff and printing costs alone will be in the millions. Some will vote without self-education, responding to campaign commercials instead. Many will opt out of the resulting mess and choose to not vote at all. As the local planning process is turned into a political process, 30-second sound-bites will dominate the debate on growth-management. Ultimately, Hometown Democracy is a recipe for a voting system meltdown worse than 2000.

In the resulting electoral chaos, Hometown Democracy's extreme backers will get what they truly want: no growth, at all costs.

In fact, most Floridians disagree with this extreme view – we just want smarter growth. But we need solutions that don't abandon long-held principles nor endanger Florida's unique quality of life. Floridians for Smarter Growth (FSG) offers a different approach, giving communities a louder voice in how they will grow without making them a slave to the ballot. A diverse coalition formed by Sunshine State business and community leaders, FSG is dedicated to alerting communities to the dangers of Hometown Democracy and the extreme special interests behind it.

Rule Requires Employers Pay for PPE

On November 16, 2007, the Occupational Safety and Health Administration (OSHA) published their final rule on "Employer Payment for Personal Protective Equipment". The Rule must be implemented by May 15, 2008 and is available at www.osha.gov. The Rule provides specifics for a policy adopted in 1999 that employers are required to pay for PPE, with limited exceptions. The exceptions include non-specialty safety toe protective footwear; non-specialty prescription safety eyewear; shoes with integrated metatarsal protection; and all everyday clothing, including outerwear for weather conditions. Contractors should review the rule to determine how it applies to their trade.

New I-9 Form Deadline for Employees/New Hires

A revised Form I-9, *Employment Eligibility Verification*, has been released for immediate use with a new M-274, Handbook for Employers, Instructions for Completing the Form I-9.

The new I-9 eliminates some documents as being acceptable proof of citizenship and added one document. The new I-9 should be used immediately as the previous I-9 form will only be accepted through December 7, 2007. With the change in documents accepted, all employers should recomplete the new form for all current employees and new hires. The new I-9 can be found at <http://www.uscis.gov/files/form/I-9.pdf> and the new Handbook can be found at <http://www.uscis.gov/files/nativedocuments/m-274.pdf>.

New CE Requirements for Certified and Registered Contractors

House Bill 7163 (2007 Legislative Session) revised the continuing education requirements for certified and registered contractors licensed by the Florida Construction Industry Licensing Board. All certified and registered contractors must now complete one hour of laws and rules – related continuing education as part of the 14 hours that is currently required during each licensure cycle.

Wind Mitigation Methodologies Continuing Education

Senate Bill 1864 further revised the continuing education requirements for certain contractors licensed by the Florida Construction Industry Licensing Board. Based on this statutory change, the Board filed a notice of proposed rule development which would affect Rule

61G4-18.001, Florida Administrative Code. The proposed rule language is currently set for adoption and became effective on November 15, 2007.

The new rule requires all general, building, residential, roofing, specialty structure and glass and glazing contractors to complete one hour of continuing education related to wind mitigation methodologies as part of the 14 hours that is currently required. Wind mitigation methodology courses are defined as those topics listed in Section 553.844(2)(b)1.-5., Florida Statutes.

Enforcement of these new one hour requirements will begin with the expiration of certified licenses on August 31, 2008 and the expiration of registered licenses on August 31, 2009. Those licensees not in compliance with all continuing education requirements by the expiration date of their licenses may face non-renewal or disciplinary action.

New Fingerprinting Requirement

Beginning November 1, 2007, all applications for initial licensure as construction contractors will be required to have a criminal background check performed by the Florida Department of Law Enforcement. This requirement applies to applications for initial licensure, change of status, additional business and endorsement. Each applicant will be required to submit electronic fingerprints through the department's vendor Promissor. Starting October 1, 2007, the fingerprint fee for Promissor is \$56.25. You may contact Promissor at www.promissor.com.

For additional information regarding this requirement, please visit www.myflorida.com/dbpr/pro/cilb/faq.html.

Financially Responsible Officer Bond Reduction

The Construction Industry Licensing Board (CILB) has decided to lower the bond requirement for Financially Responsible Officers from \$500,000 to \$100,000. The new bond form is currently available as part of the Financially Responsible Officer Application Package.

SEGA Officers and Directors for 2008

The 2008 Officers and Directors for SEGA were selected on October 18, 2007. The results are as follows:

2008 Officers: Chairman – Troy Hein, YKK AP America, Inc.; **Vice Chairman** – Terry Downs, Glass Systems, Inc.; **Secretary/Treasurer** – Bryan Yarborough, Glass Doctor; and **Immediate Past Chairman** – Jim Jackson, Architectural Glass Services. **2008 Directors:** Greg Burkhart, Key Glass, LLC; Scott Cates, Lee & Cates Glass; John Faour, Faour Glass Technologies; Jeff Miller, Lore L Ltd.; Robert Palmer, Clermont Auto Glass, Inc.; and Woody Watters, Pensacola Glass Company.

There are currently two vacancies on the board. The term of office for a member of the Board of Directors is one year starting at the annual meeting of the installation of officers and directors. The duties of a Board of Director include:

1. The Board of Directors shall be responsible for the entire management of the association and of the income and property thereof, including authority to issue debentures or borrow money for corporate purposes. The Board of Directors shall establish all rules and regulations necessary to the conduct of its business and may change the same from time to time.
2. It is the responsibility of the officers to keep the board members advised of the activities of the association and the responsibility of the board members to keep the officers advised of the activities of the chapter.

If you are interested in serving on the board as a director, please contact the SEGA office at (407) 831-7342.

When the 2007 Board of Directors met on October 18, one of the items of business was to select committee members and chairpeople for the various committees of SEGA. The following individuals volunteered for the various committees:

Auto Glass

Bryan Yarborough, Chairman
Robert Palmer
Woody Watters

Continuing Education Committee

Stoney Stonaker, Chairman
Troy Hein

Executive Committee

Troy Hein, Chairman
Terry Downs, Vice Chairman
Bryan Yarborough, Secretary/Treasurer
Jim Jackson, Immediate Past Chairman

Golf Classic

John Faour, Chairman
Jeff Miller

Legislative

Woody Watters, Chairman
Dick Petrie

Membership/Public Relations

Bryan Yarborough, Chairman
Greg Burkhart
Jim Jackson
Jeff Miller

Nominating Committee

Jim Jackson, Chairman
Terry Downs

Programs/Events

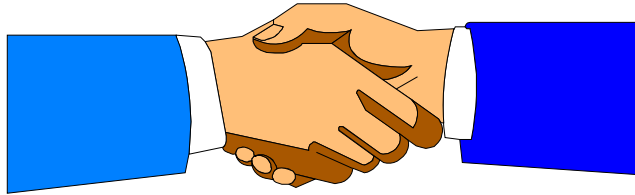
Troy Hein, Chairman
Jim Jackson
Stoney Stonaker

The officers and directors need your help and input on the committees. By serving on a committee, you can develop self-satisfaction; get an insight into how the organization is run; sharpen your leadership abilities; build prestige for you and your company; network with other peers; share various responsibilities; have an opportunity to give something back to the industry as well as help the industry; and develop a sense of accomplishment.

The ten members of the board cannot do everything. This is why it is important for others to be involved. SEGA belongs to all of the members . . . not just the officers and directors. Thinking about becoming a board member in the future? Why not get your feet wet by serving on a committee? Get involved today.

Please contact the SEGA office at (407) 831-7342 and let them know which committee(s) you want to be involved with.

Welcome New Members



SEGA extends a hearty welcome to the following new members who have joined the association in 2007. We thank them for becoming a part of our association and look forward to their participation in helping achieve our goals.

Accent Mirror & Glass

Jeff Daniels
11766 Metro Parkway, Unit A
Fort Myers, FL 33966
Phone: (239) 489-3813
FAX: (239) 489-0277
E-mail: accentmirror@msn.com
Website: www.accentmirror.net
Glass and glazing contractor

Acme Glass

Walter Basso
20 North Nashville Avenue
Orlando, FL 32805
Phone: (407) 841-4330
FAX: (407) 422-8842
E-mail: walter@cswwdesign.info
Glass and glazing contractor

Coastal Construction Products, Inc.

Alex Miranda
660 N.W. 85th Street
Miami, FL 33150
Phone: (305) 757-2121
FAX: (305) 757-0527
E-mail: alex.miranda@coastal-fla.com
Website: www.coastal-fla.com
Supplier and Distributor

Coral Architectural Products

James Bateman
3010 Rice Mine Road
Tuscaloosa, AL 35406
Phone: (800) 772-7737
FAX: (800) 443-6261
E-mail: james.bateman@coralind.com
Website: www.coralind.com
Manufacturer

Diamond Architectural Glass, Inc.

Richard Ruggieri
P. O. Box 521742
Longwood, FL 32752-1742
Phone: (407) 331-7780
FAX: (407) 339-2285
E-mail: diamondarchglass@earthlink.net
Glass and glazing contractor

Glass Doctor

Pierre Mayrand
8250 N.W. 25th Street, Suite 1
Miami, FL 33122
Phone: (305) 477-0721
FAX: (305) 477-1613
E-mail: glassdoctormiami@bellsouth.net
Website: www.glassdoctor.com/miami
Glass and glazing contractor and Auto Glass

Golden Glass & Mirror, Inc.

George Deffenbaugh
605 N.W. 53rd Avenue, Suite A-4
Gainesville, FL 32609
Phone: (352) 378-6152
FAX: (352) 338-0757
Glass and glazing contractor

Glass Doctor

Pierre Mayrand
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Miami, FL 33122
Phone: (305) 477-0721
FAX: (305) 477-1613
E-mail: glassdoctormiami@bellsouth.net
Website: www.glassdoctor.com/miami
Glass and glazing contractor and Auto Glass

Manufactured Glass Products, Inc. d/b/a American Glaziers & Supply

Charles Smith
200 Rich Street
Venice, FL 34292
Phone: (941) 488-3114
FAX: (941) 488-8870
E-mail: csmith@americanglaziers.com
Website: www.americanglaziers.com
Glass and glazing contractor

Service Glass of Ocala, Inc.

Edward Lutz
1841 N.W. 4th Avenue
Ocala, FL 34475
Phone: (352) 629-9080
FAX: (352) 629-9081
E-mail: lutz@atlantic.net
Glass and glazing contractor

**SOUTHEAST GLASS ASSOCIATION PREP COURSE
STATEWIDE LICENSING FOR GLASS & GLAZING SPECIALTY CONTRACTORS
THURSDAY, MAY 6, 2008
REGISTRATION FORM**

Company Name: _____
 Contact Person: _____
 Mailing Address: _____
 City, State, Zip: _____
 Phone: (_____) _____ FAX: (_____) _____
 E-mail: _____ Website: _____

<u>Date</u>	<u>Person(s) Registering</u>	<u>Full Class</u>	<u>Specialty Portion Only</u>
May 6	_____	\$ _____	\$ _____
	_____	\$ _____	\$ _____

Breakfast will be from 7:00 a.m. – 8:00 a.m., registration from 8:00 a.m.–8:30 a.m. and the class from 8:30 a.m.–6:00 p.m. The registration fee includes breakfast, lunch and the prep course. Books that will be used for the statewide test should be purchased in advance of the preparation class. Books can be ordered from the Contractor’s Library by calling (800) 571–4777 or visit their website at www.contractorslibrary.com. The actual location of the class will be determined by class size and will be e–mailed or faxed to all attendees 10 days prior to the class. **Go to Professional Testing, Inc.’s website at www.proftesting.com for testing locations, costs, times, etc. The next state test date for the Specialty Contractor Glass & Glazing is June 17–18, 2008. You must register for the state test a minimum of 30 days prior to the testing date.**

The registration fee for the Prep Course is \$275.00 per person for SEGA members and \$475.00 per person for non–members on or before Tuesday, April 22, 2008. Registrations received on or after Wednesday, April 23, 2008 are \$325.00 per person for SEGA members and \$525.00 per person for non–members. The deadline to register for the Prep Course is Tuesday, April 22, 2008. After Tuesday, April 22, 2008, space is based on availability. The registration fee for the specialty portion only is \$200.00 per person for SEGA members and \$300.00 per person for non–members on or before Tuesday, April 22, 2008. Registrations for the specialty portion only received on or after Wednesday, April 23, 2008 are \$250.00 per person for SEGA members and \$350.00 per person for non–members.

Cancellation policy: SEGA reserves the right to cancel the class if a minimum of 12 individuals are not registered to attend the full class. If SEGA cancels the class, all registered attendees will be issued a refund. If a cancellation by an individual is received by the SEGA office on or before Tuesday, April 22, 2008, SEGA will issue a full refund. If a cancellation by an individual is received by the SEGA office on or after Wednesday, April 23, 2008 up to the day of Friday, May 2, 2008, no refunds will be issued; however, the SEGA office will allow the individual to apply the money towards the next class that is offered. Cancellations received in the SEGA office on or after Saturday, May 3, 2008 and no shows on the day of the class will not be issued any credits or refunds.

SEGA accepts checks, American Express, MasterCard and Visa. If paying by credit card, please complete the following:

Type of card: American Express _____ MasterCard _____ Visa _____
 Credit Card #: _____ Expiration Date: _____
 Name on card: _____
 Mailing Address for statement: _____
 V-Code on card: _____
 Signature: _____

Please make checks payable to SEGA and mail to:

SEGA/Prep Course
 231 West Bay Avenue
 Longwood, FL 32750–4125
 Phone: (407) 831–SEGA (7342), (888) 869–7961 • FAX: (407) 831–5803