

July 1, 2003

Mr. Clint Swindall
3243 Swandale Street
San Antonio, TX 78230

Dear Clint,

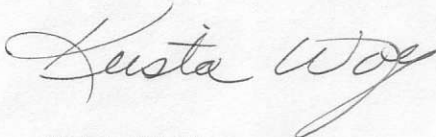
Thank-you for the role you played in making our Marketing & Technology Conference such a successful event. We used Zoomerang to conduct a survey of the attendees immediately following the conference. Approximately 70% of the attendees rated the conference good or excellent and when asked if the conference met the stated objectives, our people gave the highest ratings to "Encouraging employee motivation by supervisors" and " Encouraging effective supervision and leadership"--which means you touched them with your message.

We also conducted regional workshops at the end of the Conference and there was great group participation--our employees were truly challenged and inspired by your message.

Finally, our regional staff employees are in the home office this week and they have also been highly complimentary of your message, it's relevance to our audience and the way you challenged them to discover their purpose in life.

Clint, thank-you again for helping to make our Marketing & Technology conference a success!

Best Regards,



Krista Wolf
Manager, Marketing Communications