

October 1, 2002

Moore Security
Hwy.131
Clarksville, In. 47130

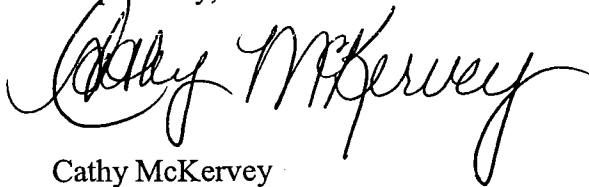
Dear Reader,

I just wanted to take a few minutes and let you know how much I value two of your employees, Sully and Johnny (security at Glassworks). These fine men go above and beyond when it comes to helping others. Sully doesn't always take the popular stance, but has the best interest of the tenants and guests in mind. I admire his dependability, honesty, and dedication.

Johnny has helped me get acclimated at Glassworks and is always ready to lend a helping hand to tenants and visitors alike. His dependability and personality make him very suited for the job he is in.

You have chosen two wonderful men to work at Glassworks and for this I am very grateful.

Respectfully,

A handwritten signature in black ink, appearing to read "Cathy McKervey". The signature is fluid and cursive, with the first name "Cathy" being more prominent and the last name "McKervey" following in a similar style.

Cathy McKervey
Tour Director
Glassworks