

FROM THE DESK OF VANESSA FOGG

February 20, 2002

To Whom It May Concern:

I am an employee in one of the offices, which rents space in the building owned by Kay Management. In January 2002, while working at the office, my car was parked on their lot and was damaged. The manager, Mr. Mohamed Idris informed me that some children had been playing and dented my front fender on the passenger side. Mr. Idris told me that he would take care of the damages. Within a week Mr. Idris got my car while I was at work, so that I would not be inconvenienced, he had my vehicle repaired that same day. I must say that I was very pleased with the prompt attention he gave to my car.

Thank you,

Vanessa Fogg