



B A T E S U S A

Timothy W. Hart
President
Chief Executive Officer

April 5, 2001

Mr. Terry Braverman
12135 Mitchell Avenue, Suite 352
Los Angeles, CA 90066



Dear Mr. Braverman:

We thoroughly enjoyed your presentation for our executive training session on February 15. Your eclectic mix of humor and fun with concrete ideas on how to apply them for the purpose of sparking creativity and boosting productivity was excellent. I especially enjoyed your characterization of Jack Nicholson as CEO of one of our competitors. Very entertaining and cleverly done!

Wishing you continued success in your endeavors.

Sincerely,

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