

# NTDRA

---

**NATIONAL TIRE DEALERS & RETREADERS ASSOCIATION, INC.**

Suite 400, 1250 "I" Street, NW, Washington, DC 20005-3989 (202)789-2300 (800)876-8372 FAX (202)682-3999

October 10, 1996

Mr. Edwin R. Rigsbee  
Rigsbee Enterprises, Inc.  
P. O. Box 64250  
Westlake Village, CA 91359

Dear Ed,

I just want to take this opportunity to extend NTDRA's and my own personal thanks to you for conducting the seminars "Partnering with Your Customers to See Your Business as Your Customers Do!" at NTDRA's 76th Annual Convention and Trade Show in Atlanta.

Although overall dealer attendance was down this year, the convention program and seminars were extremely well received. Your seminar programs, in particular, were timely and pertinent to our members and we thank you for a job well done.

Enclosed are copies of your seminar evaluations for your review. As well, I am enclosing a copy of the October issue of *Dealer News*.

Ed, it was delightful working with you in preparation for these seminars and a sincere pleasure to finally meet you. I look forward to having the opportunity to work with you on future industry programs.

Sincerely,



Betsy J. Kaufman  
Deputy Managing Director  
Convention & Education Group

Enclosures

*President*  
TED WIENS, JR.

*President-Elect*  
PAMELA FITZGERALD

*1st Vice President*  
JIM SHOOK

*2nd Vice President*  
TOM WRIGHT

*Treasurer*  
WILLIAM C. MAYO

*Corporate Secretary*  
NICK HODEL