

April 21, 2005

Mr. Ed Rigsbee
3595 Old Conejo Road
Thousand Oaks, CA 91320-2122

Re: LB&B Associates Inc.'s 9th Annual Managers' Conference 2005

Dear Mr. Rigsbee:

Please accept our thanks for your presentation at our 9th Annual Managers' Conference in Nashville, Tennessee. Your outstanding presentation was well received by the 80 Project and Corporate Managers in attendance.

Your mix of humor and information was perfect for our conference. Your presentation provided a renewed understanding to our managers who must partner with their employees and customers daily. Your discussion on how to put "competency into collaboration" presented a clear image of the qualities needed for successful partnering.

Again, thank you for your participation at our conference and the "documented value added" to our conference.

Sincerely,

F. Edward Brandon
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President & Chief Operating Officer