

Subj: **Thank You**
Date: 10/21/04 10:49 AM Eastern Standard Time
From: Lorraine Veillette
To: esbales@...

Dear Mr. Bales,

I just wanted to thank you and your staff for keeping me informed on ~~the~~ ~~my~~ case. I have really enjoyed working with ~~you~~ ~~her~~. Because of her professionalism and speedy response to any of my concerns, I feel assured that ~~my~~ case is being handled with much care and consideration. I appreciate all that you have both done and are doing. I would recommend your company to anyone. Thank you again.

Sincerely,
Lorraine Veillette
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