



September 18, 2001

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Dear Keith,

I just wanted to thank you for your outstanding support during the ACI World Conference and Exhibition in Montreal, Canada. Without your extensive knowledge of both the software and hardware for the display boards, BAE might have been lost! The board, touch screens and laptops all worked very nicely together. I know you worked tirelessly to set up, rig up and run each component, and I hope your hard work will pay off.

We enjoyed getting to know you during the show. It seems like many of us communicate strictly through email and telephones, so it's nice to visit face-to-face and get to know each other on a more personal level.

Thanks again for spending your time and effort to support BAE as we market MacDonald Humfrey's display boards. If I can ever be of any assistance to you, please don't hesitate to call.

Sincerely,

Marketing Communications Coordinator

