



February 29, 2000

Mr. Richard H. Reynolds, MSBNM, PhD.
BOTICS Computer Consulting Service
P.O.Box 562153
Miami, FL 32256-2153

Dear Rich,

I am truly pleased and impressed with the work you have done in cleaning up and improving our web site.

As I mentioned to you before, we hold very high standards in service and work ethic here at IOA, it is rare to find people in other industries of your caliber who will "Walk their talk."

We know you went above and beyond and it shows. We now have a site that we can be proud of and are very willing to refer other businesses to you who need your professional services.

We look forward to working with you in the future.

Cordially,

A handwritten signature in dark ink, appearing to read "Richard J. Dalrymple".

Richard J. Dalrymple
Senior Partner
Insurance Office of America