



August 20, 2000

Mr. Stanley Miller  
Knickerbocker Mansion County Club  
869 Knickerbocker Road  
P.O. Box 1907  
Big Bear Lake, CA 92315

Dear Stan:

I want to thank you and your staff for your hospitality during our extraordinary Executive Retreat at the Knickerbocker. A month later, our executives are still boasting about their experience at your mansion.

The conference accommodations and the beautiful location of the Knickerbocker proved to be exactly what our group needed to intently work through our heavy agenda. We found that your "workshop" environment enabled us to focus and address the matters at hand – in our case, our Company's Business Plan and a few team building exercises.

Along with the wonderful meeting space, we were also impressed with the array of outdoor activities that Big Bear Lake has to offer, which were extremely conducive to our team building goals. We came away from our retreat with a great sense of accomplishment. Not only was our meeting successful and productive, we managed to have fun too!

So again, thank you for everything. We certainly look forward to another offsite meeting at the Knickerbocker Mansion County Club in the future.

Very truly,

A handwritten signature in blue ink, appearing to read "Michael MacDonald", is written over a faint, circular embossed seal or watermark.

Michael MacDonald  
President, JBL Pro

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