

Vorys, Sater, Seymour and Pease LLP

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Jack G. Stroud
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June 14, 2006

Ms. Marsha Petrie Sue
PO Box 15218
Scottsdale, AZ 85267

Dear Marsha:

I want to take this opportunity to drop you a note and offer you adoption rights to my first born or an exalted place in my will – accepting that my last check will hopefully bounce.

I asked you to put on a full day program for my management team of 35 Directors, Managers and Supervisors. I asked you to motivate, challenge and create a sense of awareness, collaboration, empathy and a “win one for the Gipper” atmosphere. I asked you to do this with a group that didn’t know each other well. Had met rarely as a group, and in some individual cases, might not have liked each other very much. Other than that, the task wasn’t too daunting.

Well let me give way to hyperbole. To a person, everyone has gushed about your program. They have talked to each other about the things that you imparted to them. How to better understand who you are and how you relate – and should relate – to others. How to take control of who you are and develop a roadmap to lead yourself to success. The examples that you used in your presentation were hard hitting and graphic. It would have been easy to have your audience think that you were singling them out yet you never made anyone feel ill at ease as you constantly used your personal struggles as inspiration to others to dig down into their own personal psyches to stand up and say “I can do it”.

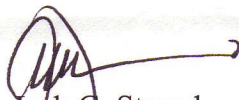
The breadth and depth of your program was inspirational. Each day, someone comes to me with something else that touched them about your presentation. I had a chance to hear you a few years ago and was impressed. This time I was wowed. The things that I treasure most in my life are the few truly unique people that in some way inspire me to do something better in my life. Reach a little higher, demand a little more of myself, leave something worthwhile in my wake. You not only fit the profile, you wear it like the beautifully tailored red suits you wear to your presentations. I hope that you will know that you have made another friend and admirer for life.

Marsha Petrie Sue
June 14, 2006
Page 2

Thanks again. It was truly a great day.

Warmest regards,

Very truly yours,



Jack G. Stroud
Executive Director

JGS/m



May 31, 2006

Ms. Marsha Petrie Sue
P.O. Box 15218
Scottsdale, AZ 85267

Dear Marsha:

I am writing to thank you for your wonderful presentation at our recent conference in Phoenix. Your presentation was designated as our keynote address, and you delivered above and beyond what we were hoping for. Our attendees were very pleased with your session, and we received much positive feedback from them.

Your presentation was a great learning experience that was practical and fun for our audience. It was a pleasure to meet and to work with you, as you were both professional and light-hearted. We hope that you will be able to return to speak at our conference next year, since you were considered to be a major highlight of our conference this year.

Sincerely,

Diane Waligurski

Diane R. Waligurski
Society Coordinator
BONES Society

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American Express

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June 13, 2005

Marsha Petrie Sue
PO Box 15218, Scottsdale, AZ 85267

Dear Marsha:

I'm writing to thank you for the outstanding seminars that you recently presented to my teams in Phoenix and Ft. Lauderdale. Without a doubt, these learning opportunities were extremely well received by all who participated, and will certainly aid in helping our teams develop better work interactions with each other and with our customers. I thoroughly enjoyed the material you presented, and your personable style and level of energy made the seminars very interactive and fun! I know that we will look to leverage other learning opportunities from you in the future, and will definitely share this experience with my peers throughout American Express.

Sincerely,

John F Ryan
Vice President, Business Capability and Architecture