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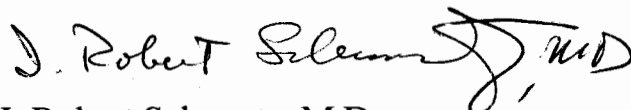
Dear Jeffrey,

I am taking this opportunity to thank you for the help you gave me at a time when my computer was in great distress, and I was in jeopardy of permanently losing all the data on my hard drive. I was impressed with the expertise you displayed in attacking a very difficult problem with much at stake, since my back-up was also not saving the day. You certainly overcame very marked technical difficulties and gave me back the priceless information I had almost lost, as well as restoring my computer to a functional state.

Since that time, I have felt free to consult you for telephone assistance when I had a problem, needed technical information, or just needed some general advice.

I consider myself fortunate to have a resource person such as yourself to turn to when I need to, and the security I now feel in regard to my computer activities is more than worth the nominal expense of your services.

Cordially,



I. Robert Schwartz, M.D.

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