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January 24, 2006

Joe Di Maio
International Freight Services
Domestic Division
1610 Rollins Road
Burlingame, CA

Dear Mr. Di Maio:

We at Intuit would like to take this opportunity to compliment your entire staff for exceeding their quality of customer service during this year's launch. It was truly a commendable performance. I know these things do not happen without a great deal of effort on the part of everyone, and I want you to know how much we appreciate your exceptional service.

I want to give the members of your division my personal compliments on how well they handled the rush time.

We would especially like to applaud Mr. Armando Solorio for a continued job well done. With the extra dedicated time and energy given by Mr. Solorio year after year, it only makes my job easier to know our business is in capable hands. We commend Mr. Solorio's continued knowledge and enthusiasm for the product.

We feel good knowing you are representing our company and am pleased with your efforts and have every confidence in your continued success.

Sincerely,

Guillermo Castillo
Logistics Analyst

650-944-6957
Guillermo_Castillo@intuit.com

A handwritten signature in black ink, appearing to read "Guillermo Castillo", is written over a horizontal line.