



March 21, 2007

Tony Saadat
Chief Executive Officer
EOS International
2292 Faraday Avenue
Carlsbad CA 92008-7208

Dear Tony,

Before I take off on vacation, I wanted to submit to you the names of four specific EOS Support staffers who have provided me with exceptional service & support. Those four are:

- Debi Washington
- Joel Hunt
- Victor Kulik
- Jill Moen

Some of these people have greatly assisted me throughout the past couple of years, except for Joel, who appears to be relatively new to EOS Support. All four people treat me with kindness time & time again. I realize that as EOS Support listens to complaints & problems call after call, hour after hour, day after day, and that could wear staff out; just like our problems drain me; it's their support that keep me going, attempting to make the most of our EOS.Web system. I would appreciate your rewarding them for their superior efforts.

But also realize that all of the staffers in EOS Support/Client Services are especially helpful in resolving our problems. I greatly appreciate all of the assistance that EOS Support offers, and they should be thanked as well.

Thanks for your efforts in honoring your superb staff.

Sincerely,

Mary Hay Glass, MLS
Systems & Technical Services Librarian