



TAG AND LABEL MANUFACTURERS INSTITUTE, INC.

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March 4, 2004

Dr. Lisa Lang
Science of Business
3845 Forest Street
Denver, CO 80207

Dear Dr. Lisa:

A thousand thanks for a fantastic presentation. I have been searching for five years to find someone who could raise the level of the ratio study presentation and you did it. The Board and the members were very pleased with your presentation and gave you high marks.

I would welcome your thoughts on another presentation for next year. During the Board's wrap-up meeting, there was some talk about profitability and growth. Please let me know if you are interested and what direction you think would be helpful.

Again, our sincere thanks for a great presentation. I hope the remaining part of your stay was enjoyable.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Frank', is written in black ink.

Frank A. Sablone
Executive Director