

Memorandum

Date: 3/18/2005

To: All employees

From: John Love

Re: Eric Hicks – Non Fleet Underwriter

Eric has worked with outstanding ethic and learned fast since the day he walked in the door. It is with pleasure we announce the official beginning of his underwriting career, though he has underwritten many renewal accounts. Eric will train under the direct supervision of Mike Oien. Our fine underwriting staff now has one more great team member.