



american rental association

1900 - 19th Street, Moline, Illinois 61265 309-764-2475 800-334-2177 FAX 309-764-1533

<http://www.ararental.org>

March 9, 2000

James R. Irish
Executive Vice President

Mr. Ed Rigsbee
Rigsbee Enterprises
P.O. Box 6425
Westlake Village, CA 91359

RE: "Journey to Emotional Ownership for Personal Achievement"

Dear Ed:

On behalf of the American Rental Association membership, we want to extend a heartfelt thank you for the expertise and professionalism you shared with our members during your seminar presentation for the A.R.A. 44th Annual Convention and Tradeshow. Each attendee had a chance to learn valuable information provided in your session.

Enclosed is the balance of your honorarium and an evaluation report from your audience. A complimentary audiocassette copy recorded during your seminar program will be sent to you shortly.

Again, thank you for sharing your insight and knowledge on the subject.

Sincerely,

James Irish
Executive Vice President

Maureen T. Conway
Director of Education

Enclosures