

American Express

1725 N. Commerce Parkway
Ft. Lauderdale, FL. 33326

February 1, 2008

Marsha Petrie Sue
PO Box 15218, Scottsdale, AZ 85267

Dear Marsha:

I'm writing to thank you for the outstanding seminars that you recently presented to my teams in Phoenix and Ft. Lauderdale. Without a doubt, these learning opportunities were extremely well received by all who participated, and will certainly aid in helping our teams develop better work interactions with each other and with our customers. I thoroughly enjoyed the material you presented, and your personable style and level of energy made the seminars very interactive and fun! I know that we will look to leverage other learning opportunities from you in the future, and will definitely share this experience with my peers throughout American Express.

Sincerely,

John F Ryan
Vice President, Business Capability and Architecture