



May 12, 2004

Mr. Byrd Baggett  
P.O. Box 1190  
Fairhope, AL 36533

Dear Byrd:

We have had many outstanding speakers at our meetings, and most have a great message to inspire and educate. But none have touched our people the way that you did when you were with us at our recent National Team Member Huddle in Las Vegas. Of the 450 attendees, I bet there weren't 50 dry eyes in the house. From young store managers to Fortune 500 veterans, you really made an impact on them...and me! I have talked to many since, and the highpoint of the meeting is almost unanimously "Byrd Baggett".

Our system is built on a foundation of strong values, and your message reinforced and built on that foundation. It was a privilege to have you with us, and you really made me look good for asking you to join us!

I hope we have the opportunity to visit again soon on one of your trips to Austin. Please let me know when you will be in our part of the world.

Best regards,

A handwritten signature in black ink, appearing to read "Gordon B. Logan".

Gordon B. Logan  
President