

SUNTRUST

April 16, 2002

Florida Highway Patrol
ATTN: Major Cyrus R. Brown
133 S. Semoran Blvd.
Orlando, FL 32807

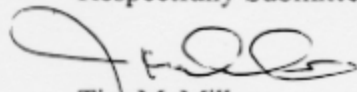
Re: Bank Robbery/Arrest

Dear Major Brown:

I want to take this opportunity to thank Trooper John Bolton and your agency for apprehending a robbery suspect on March 5, 2002. At approximately 09:50 hrs, a suspect by the name of Rolando Bailey, entered our Altamonte Crossings Branch, located at 888 West Hwy 436, armed with a concealed handgun and gave our Teller a note. He made the statement, "Give me only 100 dollar bills," and the teller told him that she had to get the money from another Teller. When she turned around, she saw the suspect fleeing out the doors and into our parking lot. Our employee called 911 immediately and described the suspect. Due to the quick response of Trooper Bolton, Mr. Bailey was apprehended in a nearby parking lot, without incident. Unknown to us, or Trooper Bolton at that time, suspect Bailey was armed. Trooper Bolton not only risked his life, but also protected our employees and the citizens' in the area by apprehending the suspect so quickly.

Once again, on behalf of SunTrust Bank, I would like to thank Trooper Bolton for his professionalism and dedicated service to the state of Florida.

Respectfully Submitted,



Tim McMillen
Area Security Manager