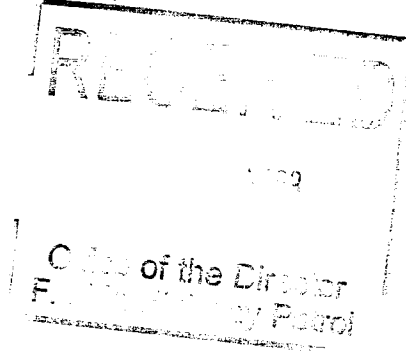


November 21, 2003



Colonel Christopher A. Knight, Director
Florida Highway Patrol
Neil Kirkman Building
2900 Apalachee Parkway
Tallahassee, FL 32399

Dear Colonel Knight:

This serves as a commendation for the great efforts that your Troopers have done during the uncertain time in the City of Miami. Thanks to the dedication and commitment of all of the Police Officers and Highway Patrol Troopers our city was not damaged.

I especially want to commend the following Troopers who were outside of our building at 1000 Brickell Avenue, Miami, FL during the week of November 17 through November 21:

Trooper Carlos Austin, ID 2224/1657
Trooper Jesus Hernandez, ID 2240/1673
Trooper Eduardo Rivera, ID 2257/1690

Again, I would like to commend the above mentioned Troopers for a job well done. They made us feel safe and protected by keeping us informed and letting us know that they were here to assist us if need be.

Sincerely,

Marta Arias-Hicks
Assistant Vice-President & Operations Officer
1000 Brickell Avenue
Miami, FL 33131