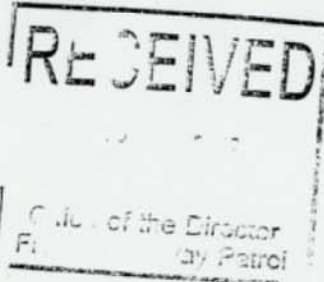


Miami, FL  
February 12, 2003

Director FL Highway Patrol  
2900 Apalachee Parkway  
Tallahassee, FL 32399-0500



Dear Director:

Some days ago I was stopped by an officer of FHP in Miami for a minor traffic violation. The officer, A.T.Chang Yen, was firm but understanding and very courteous. At all time, I was treated with dignity and professionalism. This officer's manners made me proud of the men & women who wear that uniform.

In a community like this, so diverse and confused, most of the time we see our law enforcement officers as the enemy. The conduct of this officer, Chang Yen, gave me the opportunity of seeing a decent and kind officer on the job performing his duty.

With all my respect.  
Sincerely,

Raul S. Tamayo

A handwritten signature in dark ink, appearing to read "R. Tamayo". The signature is written in a cursive style and is positioned to the right of the typed name "Raul S. Tamayo".