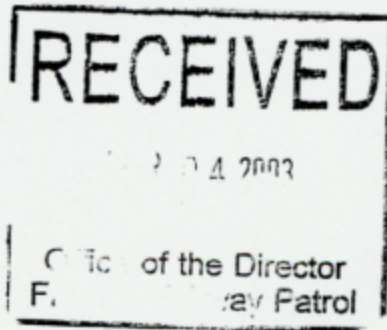


Leon and Doris Graham
[REDACTED]
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February 28, 2003

Colonel Christopher A. Knight, Director
Florida Highway Patrol
2900 Apalachee Parkway
Tallahassee FL 32399-0500

Letter of Appreciation, Trooper Hinson

Dear Colonel Knight,

Just before midnight on February 16th, my wife and I were involved in a two-car accident in Tampa, on I-275 just west of the I-4 interchange. The cited driver was a young pregnant female who had just arrived on a flight from New York.

Trooper J.J. Hinson arrived shortly and surveyed the scene. From the beginning, he established a professional and friendly rapport with all parties concerned, giving particular attention to the very emotional young lady. He could not have been more kind, considerate and reassuring with her, as well as with us seniors (as in old people) during the usual interviewing and paper work.

Our experience with Trooper Hinson reflects most favorably upon himself, his superiors and the Florida Highway Patrol. His attitude is remarkable considering the many unpleasant situations our Troopers encounter while attempting to guard the public safety.

Please convey our heartfelt thanks to him for the manner in which he performs his duties.

Sincerely,

A handwritten signature in cursive script, appearing to read "Leon and Doris Graham".

Leon and Doris Graham