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August 20, 2002

Ursula Mac Tisell
Destination Portugal
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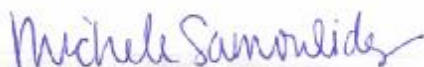
Dear Ursula,

Many thanks to you and your outstanding team for helping us create and execute a fun, memorable and imaginative program for our LAD Club Excellence 2002 attendees.

The events were incredible! I know there were a number of extraordinary people who helped pull all of this together and I can't thank you enough. From the high energy awards presentation, to the beautiful event at Lezeria to the grand finale at the Convent, complete with the glorious sounds of Fado and those incredible lights, everything was perfect. Please give our best to all of your partners!

Ursula, we truly appreciate you and the partnership that was created between you, Carlson and Oracle. We look forward to working with you again in the near future.

Warmest Regards,



Michele Samoulides
Senior Events Manager
Conferences and Incentives