



October 1, 2004

To Whom It May Concern:

It is with pleasure that I write this letter of recommendation for Independent Conference Management (ICM).

I have know and worked with ICM's principal, Patricia Jones, for more than 20 years. I have engaged ICM in a variety of circumstances over the past eight years, for trade shows, user group meetings, customer events and program/logistic projects. I have never had occasion to regret doing so, and would be pleased to share specific examples of remarkable service "above and beyond."

Perhaps the most appealing aspect of doing business with ICM is the firm's willingness to do as much or as little of the work as I choose. In some cases, I've needed to assign and forget, leaving literally all of the details to them. In others—for budget reasons—I've needed to have my staff do more of the work, leaving less work and less remuneration for ICM. Never a complaint; never a hesitation; always fantastic results.

I would be pleased to provide details, and to answer any questions that may arise has you consider ICM for your event management needs. As you can tell, they are my friends, and have earned that status many, many times over.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Arthur L. Brady". The signature is stylized with a large initial "A" and a long horizontal stroke.

Arthur L. Brady
President