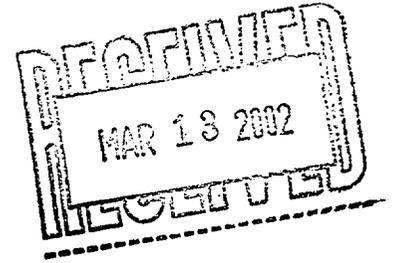




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February 22, 2002

Invoice #: 58623

Jody Young
The Better Business Bureau
5673 South Redwood Road #22,
Salt Lake City, UT, 84123

Re: Complaint

Dear Ms. Jody Young

As per the complaint dated December 14, 2001:

After close review of the account Ambus Registry Inc. will void all amounts pending and will close out the account. As per Karla D. Smith's request Nuclear Regulatory Commission has been blacklisted and removed from all company files.

Blacklisting Confirmation Number: BL022502-09-58623

If you have any further inquiries please don't hesitate to contact Ambus Registry Inc.

Regards,

A handwritten signature in black ink, appearing to be 'Andrea Printmann', written in a cursive style.

Andrea Printmann x226

Aprintmann@AmbusRegistry.com

Customer Service/

Collections Manager



April 1, 2002

Ms Karla Smith
611 Ryan Plaza Dr
Suite 400
Arlington, TX 76011

RE: Ambus Registry Inc

Attached you will find the company's position regarding your complaint. Please review the attached materials then return this form within 10 days of the date of this letter. If we do not hear back from you, the Bureau will assume that you are satisfied and will close the complaint as resolved.

=====

I am basically satisfied that my complaint has been brought to the company's attention and do not wish to pursue this matter further.

(IF APPLICABLE) I accept the offer contained in the company's response. Please notify the company of my acceptance and close this complaint.

I am dissatisfied with the company's response and would like the Bureau to re-contact the company to see if some "middle ground" can be reached to resolve this dispute. My "middle ground" offer is on the attached sheet of paper. If you want the Bureau to pursue the matter, we will need an offer of "middle ground" to continue pursuing your complaint.

I am dissatisfied, but I do not wish to pursue this matter any further through the Bureau.

Signed: _____ Date: _____