



December 8, 2003

Kent Securities
14600 Biscayne Boulevard
North Miami, Florida 33162
Attn: Director Human Resources

Dear Sir or Madam:

I realize that most of the time letters are directed to your office to complain about your employees' performance however this letter is meant to express the pleasure and satisfaction with Angel Palacio and Waldo, who have been assigned to our university.

I am a professor at Ai Miami International University of Art and Design, AiMIU, in the Department of General Education. Mr. Angel Palacio works at the OMNI facility and Waldo at the MWC campus. They both are thoroughly professional, of the highest caliber, and attend diligently to their work.

Since Mr. Palacio has been given his position at MIU's OMNI campus, I have received many compliments from those who come to see me as well as students. He is punctual and typically exceeds expectation in the manner in which he handles pressure that is a daily occurrence in our environment. Similarly, at the MWC Waldo's presence while reassuring it is also helpful in situations like the recent events that took place downtown Miami.

In conclusion, this letter expresses my own opinion and experience; however I am sure that my colleagues feel the same way about Angel Palacio and Waldo.

Sincerely,

Mari M. Conea-Rosenfeld, PhD