

-----Original Message-----

From: Randy Holland

Sent: Tuesday, March 20, 2001 8:11 PM

To: Michelle Forte

Cc: Ben Belk; Debra L. Garner; Charles Murrell; Dana Young

Subject: Re: Relationship

Dear Michelle,

You and your team have been a pleasure to work with on this project. As you said, this has been a challenging project with the issues with the landlord and the unforeseen problems with the building that seem to have surfaced around every corner. Your team has responded professionally and swiftly to our needs as well as to the unexpected crises that challenged our deadline and budget.

We give you the lion share of credit for what we consider to be a very successful project. We also want to especially recognize and thank superintendent Scott Johnson for the commitment he has had to making this a successful project from day one.

Again, thank you for the quality job you and your team did on the build out of our Operations Center.

Sincerely,

Randy Holland  
Senior Vice President  
SouthTrust Bank