

September 25, 2001

Dear V&H Hot Link Subscriber:

A programming enhancement will be made to protect our data and ensure its quality when sent to you. Effective with shipments made October 15, 2001, the Hot Link will be changed from an attachment to your email to a link within the body of the email. Tele-Tech will be entering a User ID and Password for each customer that will take you directly to your data only when you click on the Hot Link within your email. You will not have to enter this UserID or Password.

If you have any questions or comments, please feel free to contact our customer service department by replying to this e-mail.

Sincerely,

Elaine Kronski
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1-800-433-6181