

May 31, 2002

Mr. Kent Welch
Excalibur Technology
410 E. Main Street
Barrington, Il. 60010

Dear Kent:

I know that a service-oriented company usually does not hear anything from a customer, unless it is a complaint. However, because of the excellent service we have received over the past two years I wanted to take the time to let you know how very satisfied we are with the performance, knowledge, integrity and work ethic of Excalibur's technicians.

Many companies promise a first class service, but fail when the concepts are being put into realization. This has never been the case with you: you always have lived fully up to our expectations.

Again, thank you and we look forward to many more years of excellent service from Excalibur.

Sincerely,



Carol J. Orr
Vice President U.S.A. Operations
PETER WITTWER NORTH AMERICA INC.