

DAIMLERCHRYSLER

DaimlerChrysler Services

August 11, 2003

Dear Jeff:

There's nothing quite as fun as facing 180 hungry, tired financial services executives just prior to lunch. However, your humorous approach, exact and current information and connection with your audience made the time fly and added great value to the lunchtime discussion. Many of our executives at the DaimlerChrysler Services Senior Management Meeting in Montreal made a point to catch me during the day and comment about how engaging and informative your presentation was.

The second day, during our roundtable discussion with the top 10 executives, your information was direct and comprehensive. It was interesting to see how you adjusted to your audience from the large group the day before to the Operating Committee the day after. My hope was that you would bring an external view of the context for succession planning being considered by this executive body. You did so with authority and expertise, but without overselling your experience in a way that would have made them assume you were trying to sell them something else.

Your professionalism and ease with the very different situations you were in was outstanding. I enjoyed the opportunity to spend some time with you and look forward to doing so again sometime soon.

Yours sincerely,

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Dr. L. Todd Thomas
Senior Manager
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