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July 6, 2004

Jeff Hoffman
Information, Inc.
7700 Old Georgetown Road
Bethesda MD 20814

Dear Jeff,

Just a quick note to tell you that our members are enjoying *Bottom Line Briefing*.

In fact, last month I got an email from a member executive that said, "This falls under 'wish I had thought of that'. What a neat idea, and the content is very useful".

Each month, when the BLB is e-mailed to our members, I get several notes with comments similar to that... many busy executives like the format so that it can be a quick read, or they can get additional information with just a quick click.

We have enjoyed being able to offer this advanced level resource to our members.

Sincerely,

Beth
Beth Brooks, CAE
President



O H I O
SOCIETY OF
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July 21, 2004

OFFICERS

Sue Powell, CAE, President
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Columbus, Ohio 43210

Jeff Hoffman

Director
Association News Services and Sponsorships
Information, Inc.
7700 Old Georgetown Road
Bethesda, MD 20814

Dear Jeff,

I've been meaning to send you a big thanks for the valuable "*Bottom Line Briefing*" that OSAE members really appreciate. I've heard lots of good comments from members...some that I really don't see that often at OSAE events.

TRUSTEES

David F. Bartosic
Ohio Trucking Association

Dirk Breiding
Akron/Summit CVB

Doug Evans, CAE
Ohio Library Council

Anita Gibson, CAE
Reading Recovery Council of
North America

Ann Hanning
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James Hartley, CAE
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Gary King, CAE
Ohio AgriBusiness Association

Marc McQuaid
Ohio Travel Association

Sammi Soutar, CAE
Able Management Solutions, Inc.

Jill Williams
Hyatt Regency Columbus

Mary Anne Knapke, CAE
Executive Director

The design of the email is well done and enables members to easily scan the topics and read what they want. That's a great service since we're living at an age where information bombards us from all sources and it's often frustrating trying to search for the news you need to know.

Thanks to you and your company, the delivery is also hassle-free. That's important in a two-person office. And you, Jeff, get an A+ for customer service!

Regards,

Mary Anne Knapke, CAE
Executive Director



Florida Society of Association Executives

May 12, 2004

Jeff Hoffman
Director, Sales
Information, Inc.
7700 Old Georgetown Road
Bethesda, MD 20814

Dear Jeff,

I want to let you know how much our members enjoy and appreciate FSAE's Bottom Line Briefing. Since we launched BLB with you earlier this year, I have received wonderful feedback from dozens of our members.

Working with Information, Inc. has been one of my easiest experiences as an Executive Director – you take care of everything so professionally - and rewarding too, knowing my members are receiving high quality intelligence that helps them make smarter business decisions.

You should do an article in BLB on how content, like yours, can help associations better satisfy their members thirst for good business information.

Great job!

Best regards,

A handwritten signature in black ink that reads "Linda S. Chreno". The signature is written in a cursive, flowing style.

Linda S. Chreno CAE