

S. O. Gardner
1133 Westchester Avenue, White Plains, NY 10604

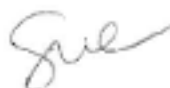
December 18, 1996

Dear Joanne,

In November you achieved 100% customer satisfaction for End of Lease!
This was the first time ever that this was achieved!

This \$500 Night on the Town is in recognition for your efforts in helping to
achieve this milestone!

Sincere thanks,

A handwritten signature in cursive script, appearing to read "Sue".

Ms. J. M. DeMarco
IBM Credit Corporation
1133 Westchester Avenue
White Plains, NY 10604

Don Buck
Director, Business Controls & Administration
North Castle Drive, Armonk, NY 10504

February 4, 1999

Dear Joanne,

Please accept this cash award of \$250 in recognition for achieving our IBM days sales outstanding objective. Your contribution and teamwork to the dispute management process helped to make this happen.

Congratulations for meeting this challenge and best wishes for a great 1999!

Sincerely,

A handwritten signature in blue ink, appearing to read "Don", with a long horizontal stroke extending to the right.

Ms. J. DeMarco
IBM Global Financing
North Castle Drive
Armonk, NY 10504



R. Greg Frierson

*North Castle Drive
Armonk, NY 10504*

September 26, 2001

Dear Joanne,

e-Business transformation is at the core of IBM Global Financing's Growth Strategy. As the first major e-IGF deliverable, the GARS SAP project was particularly important as the foundation of the overall strategy. As we started this effort in early 2000, our success was by no means assured. More than 75% of all large, complex ERP projects are not successful. What put GARS in the success category? You and our teammates did with TEAMWORK, COMMITMENT, and EXTRAORDINARY PERSONAL EFFORT.

Joanne, as part of both the team supporting the existing systems as well as stepping into the new world of SAP security and supporting the new interfaces you are a true team player. Your conscientious follow through plus how much of a resource you came to be with respect to the complex relationships of security for Artesyn and McCollisters were key in building and deploying the SAP solution. All this while keeping an eye on the current business and constantly providing guidance for all our users who have come to depend on you.

You are a valued member of the team, and I thank you for your leadership and efforts in making this happen!

A handwritten signature in purple ink that reads "Greg".