



Customer Acquisition and Management Specialists

January 24, 2002

Mr. Russ Lombardo
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Dear Russ,

On behalf of Cromwell & Associates, Inc. please accept our sincerest appreciation for all the support and savvy guidance you provided to us while you were at FrontRange.

In this crazy world of ours it is difficult to find those rare individuals who truly understand the concepts of SFA and CRM, and can articulate those strategies as clearly as you. Your ability to communicate with Cromwell's clients and staff has been invaluable.

When you were our guest speaker at our CRM Workshop we had tremendous feedback on both your knowledge of the strategies and your ability to relate real-world experiences to the participants. Even as Cromwell themselves set about deploying our CRM practice we benefited from your expertise as you guided our decisions with your savvy advice.

Your integrity and professionalism has endeared you to Cromwell & Associates, Inc. We consider you a worthy mentor who always deserves our attention. Your advice is always seriously considered, and most times acted upon.

Again, thank you for your invaluable support. I will always look to you as a resource of true value. Our doors are open to you and if we can ever provide you with assistance please let me know.

Warmly,

Kimberly S. Cromwell
President/Founder