



January 10, 2002

Stephen Rosenberg Esq.
Marin Executive Park
One Harbor Drive, Suite 106
Sausalito, CA 94965

Re: Mediation

Dear Mr. Rosenberg:

I am sending this letter to express my sincere appreciation for the outstanding service that we received during our mediation.

You assisted us with a case that was very sensitive, and facilitated us towards what I consider to be a win-win outcome. I believe that all parties walked away with a greater understanding and respect for each other, thanks to your knowledge, expertise and compassion.

I have advised the Risk Manager, Ron Harvey, of how pleased I am with your services and that I would like to keep you on our list for similar cases in the future. Thank you so much for your assistance. I look forward to working with you again.

Sincerely,

A handwritten signature in black ink that reads "Sharon Hymes-Offord".

Sharon Hymes-Offord
Contra Costa County
Assistant Risk Manager (Liability)
(925) 335-1442

P.S. Look for me in one of your mediation classes!