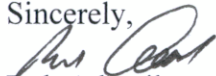


January 16, 2001

Pam Martin,

I was working on a doctoral dissertation and had several years of research on my home PC. I did not keep a backup copy and didn't follow the advice of fellow PC professionals. One day I saw smoke coming out of my computer and knew that it burned up. I took the PC to a shop for repairs and they had to replace the entire system except the motherboard. They said my hard drive was lost and tossed me the old hard drive. When I checked out the problem with two major consultants, both agreed that I should contact Advanced Data Solutions and inquire what they could do. I did that and to my surprise, you gave me hope and checked out the problem. Within hours you responded, priced the invoice, and overnighted to me my hard drive with all my data retrieved. I was impressed with the customer service, speed, accuracy and turn around time. I did not lose any of my research papers and my PC is up and running again-thanks to you fine folks at Advanced Data Solutions. I admit it was a costly mistake but was a lesson well learned by a novice on a PC. Thank you Pam Martin for your assistance with this project.

Sincerely,



Bob Adamik
VP Human Resources
IndyMac Bank
Pasadena, California