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18th November 1998

Dear Mr Ihlas

**Re: Y2K compliance
5th & 6th October 1998 - Frankfurt**

First of all, my apologies for the delay in getting back to you with the feedback from the **Y2K compliance** conference. Many thanks indeed for all your help and hard work. I am sure you already know that the event was very well received by the delegates and I do appreciate the time and hard work you invested in participating on the day.

You will be pleased to know that of the 85% of delegates who completed feedback forms, the vast majority rated the conference between 3 & 5. Understandably, nobody rated it as poor! Your own presentation scored very highly – on average 4 out of 5.

I am delighted with this feedback and with those praises I received on the day. It is particularly important to **QDOS** that we are perceived as a provider of high-quality, cutting-edge conferences and this event has undoubtedly helped us get into the right track.

You should shortly receive a complimentary gift as a **QDOS** thank you for all your hard work. I hope you enjoyed the experience and found it worthwhile and will be prepared to take my call when I phone to persuade you to speak for **QDOS** again!

Thanks again.

Yours sincerely

Helen Bews
Legal Conference Producer
QDOS

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