



**BlueCross BlueShield
of Tennessee**

An Independent Licensee of the
Blue Cross and Blue Shield Association

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Joan C. Harp
Senior Vice President

April 28, 2004

Nancy Trosclair
Destination New Orleans
53 Echezeaux Drive
Kenner, LA 70065

Dear Nancy,

On behalf of my staff, and myself I want to thank you for making our recent marketing conference a tremendous success. You truly exceeded our expectations.

I was especially impressed by your ability to flawlessly execute an intense, detailed four-day program with such flexibility and expertise. You and your professional staff were able to handle numerous on-site changes without missing a beat – including airport arrivals and departures.

Best of all, the activities and events that you planned were unique, interesting and included a flair that to me goes above and beyond “just doing the job.” The exemplary relationships you have forged with the venues, vendors and entertainers were apparent, and proved invaluable throughout our event.

Nancy, thank you again for everything you did for us. I will not forget this exceptional experience as we plan for more meetings in the future.

Sincerely,

A handwritten signature in blue ink that reads "Joan Harp".

Joan Harp
Senior Vice President and Chief Marketing Officer