



# Franklin Resources Group L.L.C.

*If you would persuade, you must appeal to interest rather than intellect.*  
Ben Franklin

December 9, 2004

Mr. Carl Martin  
216 Gardendale Drive  
Montgomery, AL 36110

Dear Carl;

Everyone here at Franklin Resources Group would like to take this opportunity to wish and your family very happy holidays.

Over the past few years our office operation has run smoothly due in part to your outstanding help with our computer networking system and our individual computers. Not only have you provided first-rate service, your suggestions for improvements and/or changes have been invaluable. There has never been a time when the response to a problem or need was not answered without delay.

Thank you again for your help and we look forward to many more years of your expertise.

Sincerely,

*Susan Hansen*

Susan Hansen  
Manager, Governmental Affairs  
/sf