

Pittsburgh, 13 March 2006

Ms. Eileen Rucchio  
Manager  
The Conference Center at the Maritime Institute  
692 Maritime Boulevard  
Linthicum Heights, Maryland 21090

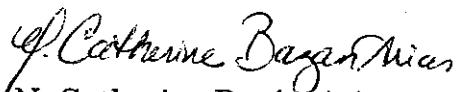
Dear Ms. Rucchio:

This past weekend, I attended United States Conference of Catholic Bishops' National Advisory Council meeting held at the Conference Center at the Maritime Institute. An hour after I departed the Conference Center, I realized that I had left behind my cell telephone charger. I called the front desk and Ginger calmly explained to me that housekeeping would look for the charger. I told Ginger that I would call back since I was on the road and with limited cell phone service. Long story short, after a few phone calls, Ginger verified this morning that the charger is on its way back home to me. I was delighted! Ginger's efforts and effectiveness has made my week a bit easier.

If Ginger is representative of the staff of the Conference Center then I commend the Conference Center for their client-oriented, people service. Also, I commend the Conference Center on their outstanding chefs and dining room staff. I wish that most hotels and conference centers had such friendly atmosphere and exquisite menus.

Best wishes for the continued success of the Conference Center at the Maritime Institute.

Sincerely,



N. Catherine Bazán-Arias  
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