Carson Research Center

"Increasing Sales & Profits Through Quality & Excellence"

Department of Non-Profit Corporations Amendment Section Secretary of State 4200 Wilson Blvd. Tallahassee, Florida

August 12, 1997

Please be advised by the enclosed, that I have tendered my resignation of the Board of The Better Business Bureau of South Florida, Inc. and would like your records to reflect such.

Sincerely,

Gayle Carson Ed. D. CSP CPCM

President GC:sas

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Officer Director RESIGN.

9-17-97

2957 Flamingo Drive, Miami Beach, Florida 33140-3916 (800) 541-8846 Tel/Fax (305) 534-8846

Carson Research Center

"Increasing Sales & Profits Through Quality & Excellence"

Mr. Jim Bast President Council of Better Business Bureaus 4200 Wilson Blvd. Arlington, VA

July 31, 1997

Dear Jim:

It is with a great deal of regret I resign my position as a member of the Board of Directors of the Better Business Bureau of South Florida Inc. I have served the community for a long time, but cannot continue in this capacity any longer. There is a great deal of miscommunication about the bureau in the press and it does need to be corrected.

I wish you continued service with the council and wish we could have met under better circumstances.

Sincerely,

Gayle Carson Ed. D. CSP CPCM

President GC:sas

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