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DIVISION OF CORPORATIONS
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W202/03/04

EFFECTIVE DATE
01/15/04

LAW OFFICES
THURLOW & THURLOW, P.A.
17 MARTIN L. KING, JR. BLVD.
POST OFFICE BOX 106
STUART, FLORIDA 34995-0106

THOMAS H. THURLOW
(905-200)
THOMAS H. THURLOW, JR.
THOMAS H. THURLOW III
FERNANDO M. GIACHINO

PHONE (772) 287-0980
FAX (772) 220-0815

January 7, 2004

Registration Section
Division of Corporations
P.O. Box 6327
Tallahassee, FL 32314

W04-3426

Re: Customer Satisfaction Improvement, LLC

Dear Sirs:

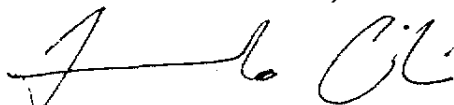
The enclosed Articles of Organization and fee(s) are submitted for filing. Please return all correspondence concerning this matter to the following:

Fernando M. Giachino, Esq.
Thurlow & Thurlow PA
P.O. Box 106
Stuart, FL 34996

For further information or if you have any questions, please call at the number referenced above. Thank you very much for your attention.

Sincerely,

THURLOW & THURLOW, P.A.


Fernando M. Giachino, Esq.

Enclosure

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FLORIDA DEPARTMENT OF STATE
Glenda E. Hood
Secretary of State

COPY

January 27, 2004

FERNANDO M. GIACHINO, ESQ.
THURLOW & THURLOW, P.A.
POST OFFICE BOX 106
STUART, FL 34995-0106

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JAN 29 2004

SUBJECT: CUSTOMER SATISFACTION IMPROVEMENT, LLC
Ref. Number: W04000003426

We have received your document for CUSTOMER SATISFACTION IMPROVEMENT, LLC and your check(s) totaling \$125.00. However, the enclosed document has not been filed and is being returned for the following correction(s):

The earliest available effective date is five business days prior to the day we receive a document. Your document was received on January 20, 2004, so the earliest available effective date is January 12, 2004.

Please return your document, along with a copy of this letter, within 60 days or your filing will be considered abandoned.

If you have any questions concerning the filing of your document, please call (850) 245-6958.

Lee Rivers
Document Specialist

Letter Number: 304A00005421

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LAW OFFICES
THURLOW & THURLOW, P.A.
17 MARTIN L. KING, JR. BLVD.
POST OFFICE BOX 106
STUART, FLORIDA 34995-0106

THOMAS H. THURLOW

1905-2001

THOMAS H. THURLOW, JR.

THOMAS H. THURLOW III

FERNANDO M. GIACHINO

PHONE (772) 287-0980

FAX (772) 220-0815

January 28, 2004

Registration Section
Division of Corporations
P.O. Box 6327
Tallahassee, FL 32314

Re: Customer Satisfaction Improvement, LLC

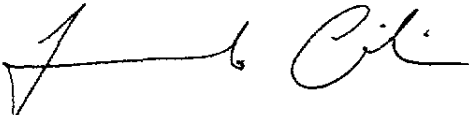
To Whom It May Concern:

Per your request, please find enclosed the Articles of Organization for the above referenced LLC. We have changed the effective date to 1/15/04 as per your letter dated January 27, 2004.

For further information or if you have any questions, please call at the number referenced above. Thank you very much for your attention.

Sincerely,

THURLOW & THURLOW, P.A.



Fernando M. Giachino, Esq.

Enclosure

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**ARTICLES OF ORGANIZATION
FOR
FLORIDA LIMITED LIABILITY COMPANY**

ARTICLE I

The name of the Limited Liability Company is Customer Satisfaction Improvement, LLC.

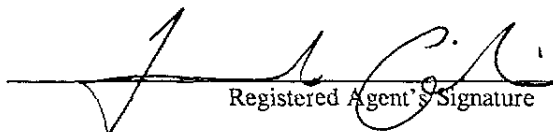
ARTICLE II

The mailing address and street address of the principal office of the Limited Liability Company is 2204 S.W. Mayflower Drive, Palm City, 34990.

ARTICLE III

The name of the registered agent is Fernando M. Giachino and the Florida street address of the registered agent is 17 Martin Luther King Jr. Blvd., Suite 200, Stuart, FL 34994.

Having been named as registered agent and to accept service of process for the above stated limited liability company at the place designated in this certificate, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relating to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent as provided for in Chapter 608, Florida Statutes.


Registered Agent's Signature

(CONTINUED)

Page 1 of 2

EFFECTIVE DATE
01/15/04

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ARTICLE IV

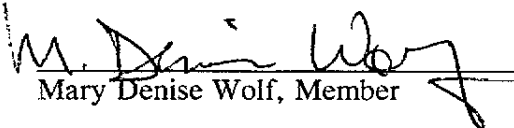
The LLC shall be manager managed, and the name and address of the Manager is Mary Denise Wolf, 2204 S.W. Mayflower Drive, Palm City, FL 34990.

ARTICLE V

The LLC shall have an effective date of January ¹⁵, 2004.

Signature of a member or an authorized representative of a member.

In accordance with section 608.408(3), Florida Statutes, the execution of this document constitutes an affirmation under the penalties of perjury that the facts stated herein are true.


Mary Denise Wolf, Member

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Filing Fees:

\$100.00 Filing Fee for Articles of Organization

\$ 25.00 Designation of Registered Agent

\$ 30.00 Certified Copy (Optional)

\$ 5.00 Certificate of Status (Optional)