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SECRETARY/LIBOS)1761 18000 TALLAHASSEE (305)7910 2000

8500 S.W. 8 Street, Suite 204 Miami, Florida 33144, U.S.A.

December 29, 2000

Florida Department of State Secretary of State Division of Corporations 409 East Gains Street Tallahassee, FL 32399

To Whom It May Concern:

Enclosed please finds the following documents: =

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- 1. Original Articles of Corporation for TOTAL SATISFACTION, INC.
- 2. Check #6919 on the amoutn of \$78.75, a appropriate fee.

If you have any question, please do not hesitate to call us at (305) 261-8000.

Truly yours,

6000003513360 -01001-0192

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ENCLOSURES

"KNOWLEDGE AND EXPERIENCE ARE OUR SECRET WEAPONS"

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SLORETARY OF STATE TALLAHASSEE, FLORIDA

ARTICLES OF INCORPORATION of TOTAL SATISFACTION, INC.

The undersigned person, acting as incorporator of a corporation organized under the laws of Florida, hereby adopt the following Articles of Incorporation:

ARTICLE I CORPORATE NAME

The name of this corporation is: TOTAL SATISFACTION, INC..

ARTICLE II SHARES

The total number of shares which the corporation shall have authority to issue is 1000, shares of par value With a par value of \$ 1.00 per share.

ARTICLE III REGISTERED OFFICE AND AGENT

The street address of the corporation's initial registered office and the name of its initial registered agent at such addresses is:

MARIA CASTRO
8215 SW 152ND AVENUE, SUITE 216
MIAMI, FL 33193
MIAMI-DADE COUNTY
THE PRINCIPAL ADDRESS IS THE SAME.

ARTICLE IV PURPOSE

The purpose of the corporation is to engage in any lawful activity permitted by the laws of this state.

ARTICLE V

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MIAMI, FL 33193 MIAMI-DADE COUNTY

After the initial board of directors, the board shall consist of such number of directors as shall be determined by the shareholders from time to time at each annual meeting at which directors are to be elected.

ARTICLE VI LIABILITY OF DIRECTORS

To the fullest extent permitted by law, no director of this corporation shall be personally liable to the corporation or its shareholders for monetary damages for breach of any duty owed to the corporation or its shareholders, except that a director may be held personally liable for (i) breaches of the duty of loyalty, (ii) acts or omissions not in good faith or which involve intentional misconduct or a knowing violation of law, (iii) declaration of unlawful dividends or unlawful stock repurchases or redemptions, or (iv) a transaction from which the director derives an improper personal benefit.

Any director or officer who is involved in litigation or other proceeding by reason of his or her position as a director or officer of this corporation shall be indemnified and held harmless by the corporation to the fullest extent permitted by law.

Certification

I certify that I have read the above Articles of Incorporation and that they are true and correct to the best of my knowledge.

MARIA CASTR

8215 SW 152ND/AVENUE, SUITE 216

MIAMI, FL 331/93

ACCEPTANCE OF REGISTER AGENT

The undersigned hereby accepts appointment as initial register agent of the above Corporation.

MARIA CAS