

See Dick.

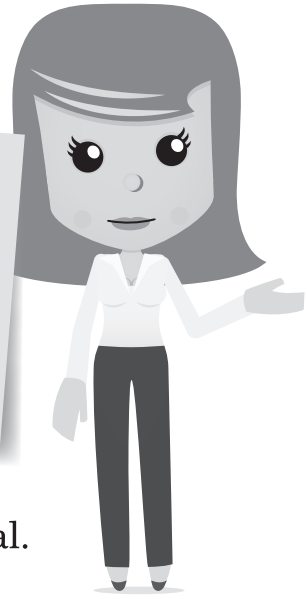
Dear Dick,
I just found out that my contract with XY & Z Associates had a provision for renewal that expired LAST week. Aren't I paying you to notify me of these things?

Dick's client is hipping mad.

See Jane.

Dear Jane,
Thanks for the heads up on the provision. Let's go ahead on that. Watch for a call from my client, Bob Jones. I told him how on top of things you are and he's ready to make a change.

Jane's client is sending a referral.



Don't be Dick.

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