

# bloomingdale's

September 29, 1992

Ms. I. Werner  
310 Greenwich Street  
New York, N.Y. 10013

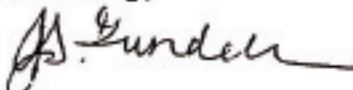
Dear Ms. Werner:

On behalf of the management of Bloomingdale's, I wish to express our deep appreciation for the time you took from your busy day to write your recent letter complimenting the service you have received from Ms. Tina Novellino in our Orlane Cosmetics Department.

As I am sure you know, it is a very difficult task to manage and operate a retail establishment to the standards that our customers have come to expect and demand of Bloomingdale's. In this regard, we are especially fortunate to have Ms. Novellino on our staff. You may be sure that she will receive due recognition for her service.

Again, thank you.

Sincerely,



James D. Gundell  
Senior Vice President  
General Manager

JDG/dmr

one thousand third avenue, new york 10022