



February 1, 2001

EXECUTIVE OFFICES

Tina Novellino
Cosmetics
Main Floor

Dear Tina:

I received a letter from Roberta Ginsberg, who has taken the time to advise us of the fine service you provided.

Associates like yourself, who take pride in servicing our customers, portray the true image of customer service at Saks Fifth Avenue. It is certainly a pleasure to know that you are a "Saks Team Member" who upholds our high-quality standards.

I would like to commend you on your fine efforts of service. I am enclosing a silver dollar as a token of my appreciation.

Sincerely,

Lawrence Hill
Sr. VP & General Manager
New York Store

Cc: Human Resources

SAKS FIFTH AVENUE

611 FIFTH AVENUE NEW YORK, NY 10022 212 753 4000