

**From:** Travelpremier@aol.com [mailto:Travelpremier@aol.com]

**Sent:** Monday, July 25, 2005 1:40 PM

To whom it may concern

We have been Independent contractors with Travelong for the past year. As travel agents with over 20 years experience, we have found the service provided by Travelong to be excellent.

Our transition from a high profile location in Bethesda Md to a home office was made much easier with the help of Tom Clarke, vice president of Travelong. Tom was able to give us the tools we needed to set up our home office, plus the backing of a large agency that has proven beneficial to us and to our clients. He was able to expedite our transition smoothly and without a glitch. And there were virtually no start up costs or fees.

Our clients have been very pleased and we did not loose one client in making the transition. I feel that Travelong's experience with Independent contractors has helped with our success as a home based agency. Having the power of a large agency as our back up has given us additional benefits such as a Delta shuttle contract, commission overrides on certain airlines and discounts with both cars and hotels. In an industry that has pulled most of the commissions, this has been a huge contribution to our profit margin.

Not only do we have access via Ibank to our accounting transactions, we also have a great repoire with Sarita who handles the accounting. She is able to send us bi weekly reports and back up for all of our transactions. She also handles any questions or problems with professionalism, accuracy and timeliness. We get our checks on time and always with a report to back it up.

Another integral staff member is Linda who has helped us maintain our client profiles, answers any format questions and has extensive knowledge in the travel industry. She has been a great help to us and is extremely informative, friendly and professional.

With all the changes in the travel industry, more and more agencies are becoming home based Independent contractors. I would highly recommend Travelong to anyone who is considering this change. Please feel free to call me with any questions.

Sincerely,

Lori Carle  
Premier Executive Travel Services  
Boys, Md