



**Terri Thomas-Frank**  
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November 20, 2000

Mr. Doug Hanson  
**HIDDEN RESOURCES**  
6021 Pine Meadows Drive  
Katy TX 77493

Dear Mr. Hanson:

Thank you so very much for the wonderful and inspiring " Breaking Through" seminar in Dallas on November 9, 2000.

My team has never been so motivated and energized. Your presentation made a tremendous impact on every member of the Service Operations Support team at WorldCom, many of them in a very significant way.

In fact, one of my employees came to me the following day and stated they had been contemplating suicide because of a loss of control, passion and purpose in their life. Your presentation made a difference to them in more ways than I can express. When I looked into their eyes I saw life and hope. When they hugged me to say thanks I felt energy, positive energy. I want to thank you for this. I don't believe anyone on my team recognized the turmoil this person was in. Now I do, as does this individual and appropriate actions are being taken. It would have been a tragedy had our paths not crossed at this time.

Will you please pass on my thanks to your wife for the sacrifices I know she and your children make, so you can provide the motivation and life changing seminars you are so gifted at doing. I know this requires you to frequently be out of town, which is a sacrifice for all of you. Your family must be very proud of you and your work, I could tell how proud you are of them.

Thanks again and keep up the magnificent work! I will be asking for your participation at my next All Hands Staff meeting in July 2001.

Sincerely,

A handwritten signature in blue ink that reads "Terri Thomas".

Terri Thomas  
Vice President  
Service Operations Support