

Irene Gomez-Bethke Papers.

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THE MINNESOTA STATE AUTOMOBILE ASSOCIATION

St. Paul AAA Office
Donaldson's at Town Square, St. Paul, Minnesota 55101 • Phone (612) 292-0323

INTERNATIONAL TRADE MISSION TO MEXICO - PRICE SHEET

REPUBLIC	AIRLINES	MINNEAPOLIS/DALLAS	\$104.76	
MEXICANA	AIRLINES	DALLAS/MONTERREY	\$ 97.00	
MEXICANA	AIRLINES	MONTERREY/MEXICO	\$ 56.42	
MEXICANA	AIRLINES	MEXICO/CHICAGO	\$252.00	
REPUBLIC	AIRLINES	CHICAGO/MINNEAPOLIS	\$ 94.29	
		TOTAL AIR FARE	\$604.47	
TOTAL PR	ICE FOR THE	LAND ARRANGEMENTS	\$753.00	single
			\$491.00	double

THIS PRICE INCLUDES:

- R.T. TRANSFERS IN MONTERRERY
- 2 NITES HOTEL ANCIRA, ALL TIPS AT AIRPORT, HOTEL & MAID
- R.T. TRANSFERS IN MEXICO CITY
- 4 NITES AT FIESTA PALACE, PORTERAGE IN AND OUT & TIPS ROUNDTRIP MOTORCOACH TO CUERNAVACA
- 1 NITE AT COCOYOC RESORT, TIPS AND TAXES
 WELCOME MARGARITA COCKTAIL IN BOTH MONTERREY AND MEXICO CITY

OPPTIONAL TOURS:

4 HOUR TOUR OF MEXICO CITY \$10.00

TRIP TO THE PRYAMIDS 6 HOURS
W/LUNCH \$27.50

RECAP OF MEETING JAN 19, 1982

PRESENT:

JOE ROMERO, PRES. MULTINATIONAL COMMUNICATIONS IRENE BETHKE, ADMINISTRATIVE AIDE TO MAYOR FRASER SANDRA O'BRIEN, MANAGER AAA MINNESOTA, ST. PAUL WALDO RAMOS, GENERAL TRACTOR LIMITED

- I. WE began talking about the need to supply more information to the Minneapolis ans St. Paul Chambers, we plan to make it a dual project for both the Chambers.
 We must also follow up on the realization of the project and clear up the questions that the Chambers have asked.
 We shall make up a proposel that includes, the cost of the trip along with the presentation of what the Mission is all about and what we propose to do, what we will offer and also how we will benefit.
- We decided that the mission should take place in the early spring and that we would not consider any type of posponement. This for two reasons; The changing cabinet in Mexico, we would have to start all over making new connections, and also the turnover here at home. Those of us now working on the Mission, may be in different places in another year
- 3. THE PRESENTATION
 - A) Indicate objectives and bentits of the Mission
 - B) Submit the proposed itinerary, cost etc.
 - C) Welcome spouses, and let them know that a special itinerary will be built for them.
 - D) Establish the demographics.
 - E) A general slide presentaion for Mexico
- 4. We also must let the different corporations know that they are welcome to bring thier own audio-visuals, and any printed material that they feel would be conducive to thier prospective objectives.
- 5. The date has now been set for May 9, 1982
- 6. Irene Bethke was then nominated to be co-chairwoman for the committee and at that time voted in and accepted.
- 7. We also proposed that a two year followup plan be developed, and that the Trade Task Force confinue in its work along the same lines.

AGENDA

Hispanic Task Force Meeting January 12, 1982

- 1. Introduction
- 2. Overview
 - 2a. Mission Objectives
- 3. Timeline
- 4. High Tech Symposium
- 5. Task Force Membership
- 6. Next Meeting/Adjournment

Next week -

1-191-82 I wale Mission Good will -.Intugoro. simultural States Dov. Office 3. Human Risauri 2 Twin Citis Chambus. 1. Chambers - ? 5 a Mexico o princy on Impart bi emphasis on current economy 2. Current Cabinet involvement Current livel of imports of 45-/hex 2. plastie 3. elect. egrip 4. Non elec. mach-5, Fabricated metal perd. Miguel de la Madrid cabinet Who will be new pres. team ? questimain pkg. indude -Festives afoontages & herefits. andio misual stenirary equip. Dusiness to tring thin PR & Buchuns-Regnest - Vice Chair - Irene Giney de Bether

1- WHO WE ARE
2- OUR GOAG
3-DUR STRUCTVIRE
14. OUR PROCESMOPPORTUNITIES
5- OUR PROJECT

LATIN AMERICAN TRADE ASSOCIATION

Mission:

To provide services to United States and Latin American businesses in developing international trade opportunities and to mobilize the necessary resources to increase international cooperation between the private and the public sectors of Latin America and the United States.

Service Areas:

The association will provide services to its members in three basic areas. Structurally, these areas are divided into action groups.

/ Commerce and Trade Action Group

- Provides services and assistance to businesses
 in developing Latin American trade and commerce.
- Assists in import-export trade programs.
- Provides technical and other support services.
- Coordinates expositions, exhibitions and trade fairs.
- Publishes "Latin American Commerce News"

√ Governmental Action Group

- Develops programs and special projects to promote inter-governmental cooperation.
- Promotes inter-cultural exchanges between Latin
 America and the United States.

- Serves as a liaison to Latin American governments.
- Monitors legislation, rules and regulations and other governmental factors affecting Latin American trade.

Human Resources Action Group

- Develops specialized education and training programs.
- Provides assistance in manpower development.
- Assists in recruitment of personnel.
- Coordinates educational and language training programs.

Special Projects: Folk 1982-83_

In addition to the on-going programs, the association will also conduct special projects that will enhance business development in Latin American. Present special projects include: SEANWARD - SPRAKERS TO AVERLO PEP. IN D. F.

Mexico in the 80's program

Latin American Commerce News magazine

MEXICO'S ASSISTANCE.

O MEXICO CITY CHA OR C. O PATRIMONIO

ORIFO ALFA

IMCE

Membership:

Membership will consist of firms doing business in Latin America and of those wishing to start business ventures in Latin America. Businesses in Latin America that have interests in the United States are also eligible for membership. Membership will consist of the payment of an annual fee to the association.

MINNESOTA - MEXICO TASK FORCE

MINUTES
January 12, 1982

6:15 p.m.

Introduction by Joe Romero. Background information on future trade mission to Mexico.

Present:

Jose Suito, Mexicana Airlines Irene Bethke, Mayor's Office

Joseph Stipanovich, Minneapolis Chamber of Commerce Bruce W. Halbasch, St. Paul Chamber of Commerce

Waldo Ramos, General Tractor, Ltd.

Louis Garcia, Minneapolis Hispanic Advisory Committee to Mayor/City Council

Joe Romero, Multinational Communications

6:30 p.m.

Definition of objectives of trade mission and descriptions of types of companies participating.

Large companies:

Exposure, public relations, publicity

Medium companies:

Sales contacts

Small companies:

Sales contacts, licenses, joint ventures, business

contacts.

Evaluation of several Twin Cities' companies that have expressed interest in mission.

Statement: "it will be an official mission sponsored by the State of Minnesota"

Awareness of need: More information on trade between United States and Mexico on specific industries industries from department of commerce Economic Development, Tourism etc.

Agreement on subject "most companies will want to know: What is in it for me?"

Consideration: Cost?

Arrangements with airlines?

Estimated cost per person \$2,000 U.S. dollars.

Debating on tentative date: whether end of April or September 1982.

Checking with: John McDavid and Glen Matson

Proposed by Joseph Stipanovich

To make a feasibility study on Metro area economy benefits for Minneapolis/ St. Paul Chamber of Commerce members in the next 10 days.

Identifying main growth areas in trade.

Making a questionnaire on opportunities that will be interesting to local companies, made by both chambers and having it ready by: January 13, 1982. Such questionnaire will be presented to the American Chamber of Commerce

in Mexico City and other Mexican trade officials, answered, and used as guidelines for presenting strategy to Minnesotan companies.

7:20 p.m. Discussion on High Tech Symposium applying to high-tech companies.

To be held in Monterrey, Mexico, being the most conducive city in Mexico for such purpose.

Creation of a newsletter dealing with international trade.

Human Resources Action Group Specilizes Education and Training programs, recruitment of personnel etc.

Development of cultural programs.

Assurance of support from Mexican Government

Next meeting: Tuesday, January 19, 1982 at 6:00 p.m. in Minneapolis Butler Square, 9th Floor.

Company: IMPACT - Fermin Aragon's office

7:35 p.m. Adjournment

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Algoro.

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Business and Technology Center 245 East 6th St. Suite 445 St. Paul, MN 55101 612-292-8354

Sponsors:

City of St. Paul

Minnesota Department of Agriculture

Minnesota Department of Economic Development

Instituto Mexicano de Comercio Exterior (Mexico)

St. Paul Area Chamber of Commerce

Greater Minneapolis Chamber of Commerce

Consejo Empresarial Mexicano Para Asuntos Internacionales (Mexico)

Corporate Assistance:

Corporate Report

Honeywell

Northwestern National Bank

Republic Airlines

3M

Webb Company

Public Relations Organization and Promotion: Multinational Communications, Inc. "MEXICO IN THE EIGHTIES" SEMINAR, May 11, 1981 St. Paul Athletic Club, St. Paul, Minnesota

List of Participants

Anciano, Egardo Peat, Marwick, Mitchell

Anaya, Joseph E. Metropolitan Economic Development Association

Ash, Marilyn H. Peterson, Holtze & Treat

Baumeister, Karol Air, Land & Sea Travel, Inc.

Bender, Sherri Rochester Electro Medical

Bianchi-Rossi Vanguard Travel Limited

Brown, Lonnie Raygo, Inc.

Burkelt, Sr., James International Business Network

Burns, Michael Living Farms

Bushlack, Jim
MWCG Export Company

Calvit, David B.
Corporate Travel, Twin
Cities, Inc.

Casey, W. D. Oil
National Security, Inc.

Carnes, N. W. Johnson Division, UOP, Inc.

Chupita, Kenneth Deluxe Check Printers, Incorporated

Crooks, Bill Farmhand, Inc.

Domenzain, Eduardo

Dummigan, J. Patrick
Ball Corporation, Electronic Display Division

Durda, Daniel Aeration Industries, Inc. Eckfeldt, Henry Graco, Inc.

Else, David Scasa Trading Corporation

\(\text{Elster, Earl W.} \)
Conwed Corporation

Erickson, Galen L & M Radiator

Galapneault, John Big G, Imports

Genck, Worthington C. NS Marketing

Gorby, Oliver Dynamic Industries, Inc.

Grebner, Leo NS Marketing

Grove, Guy R.
Twin City Hide, Inc.

Gustafson, Gary Medtronic

Hacker, Hugh IBEC Industries

Haukom, Donald L. Barzen International, Incorporated

Hauser, Gerald W. Trans Data, Inc.

Heino, Grant Vincent Brass and Aluminum Company

Hellie, Daniel Bridon Cordage

Hill, Peter G. Conwed Corporation

Hillsley, Jack Control Data World Tech, Inc.

\\\
\text{Hogenshelt, John} \\
\text{Tonka Toys}

Hork, Marvin Vincent Brass and Aluminum Company

TWX-910-563-3606

2. List of Participants

Dan Land Horrocks, Kevin 3M Company, International Division

Hottman, G. R. Midland Ross Corporation

\\ \text{Huart, Katharine A.} \\ \text{American National Bank} \end{arrange}

Hundley, Jim College of St. Thomas

Joyce, Joe Tonka Toys

Kaupmeyer, Michael

Knight, Gene Packaging Service Industries

Larson, Richard L. Raygo, Inc.

Lehr, Bill Turnkey Systems, Inc.

Libby, John IBEC Industries

Lindstrom, Dale

\(\) Lossie, Robert Advance Distributors Ltd.

Manning, Frank G.
Lear Siegler, Inc.
Mammoth Division

Martinez, Antony
Martinez Mapping & Engineering

McNight, Sheila Tescom Corporation

\ Menth, Michael Donaldson Company, Inc.

\(\) Miller, Frank C. University of Minnesota

Miller, Jesse B. Jesse Transfer, Inc.

Miller, Jim Jostens, Inc.

Moon, John F.
Greater Minneapolis Chamber
of Commerce

Morgan, Lois Morgan Mexican Foods O'Dea, John A. McNeilus Truck & Manufacuring, Inc.

Olsen, Tom

Potterf, William D. Eaton Corporation, Hydraulics Division

> Preciado, Francisco Honeywell, Mexico Division

Pugh, Fred M. Conwed Corporation

Rancone, Mark Yorktown Investment Co.

Rancone, Mike Yorktown Investment Co.

Rancone, Gene Yorktown Investment Co.

Renshaw, Tuck
Research Inc., International Division

.Rivera, Jr., August

Rodriguez, Leonardo Rosemount, Inc.

Romo, Eduardo Northeast Homeplanning and Design

Russell, Stephen International Travel Arrangers

Salazar, Raul O. Sween & Salazar, Ltd.

Scheideler, Albert Brown Boveri, Turbo Machinery

Sentyrz, James W. Food Engineering

Seltzer, Susan C. First Bank Minneapolis

Silverson, Sarah Honeywell Latin American Division

Slocum, Stan Yorktown Investment Co.

Sobalvarro, Rosemary Wenger Corporation

3. List of Participants

) Stratton, Ron Tonka Toys

Steele, Dennis L.

3M Company, International
Division

Steffes, Jr., A. U.
Thompson Lighting Protection

Stiefel, John Novas Corporation.

Stirewalt, Ray Fleet Maintenance, Inc.

\Suhi, Steven Jostens, Inc.

\(\frac{\text{Taylor, Don}}{\text{Transportation Systems,}} \)
Incorporated

Taylor, Tim
Transportation Systems,
Incorporated

Quill, Jr., Thomas H. Johnson & Higgins

Quintela, Alberto Minnesota Hispanic Chamber of Commerce

Unger, Pete Bishman Division, Lear Siegler, Inc.

Vagher, George M. Conwed Co poration

Veach, B. R.
Nationwide Carriers

Weiland, Tom Medtronic

Wertheim, J. David Northrup King Company

Wyman, Ronald Wyard Industries, Inc.

Zanot, John Turbo Machinery

Added Participants

Aguilar, Rick Minnesota Hispanic Chamber of Commerce

Asmussen, Del American Mexican Medical Foundation

\ Cole, Charles
Northern Telecom

Lathrop, Stan Medtronic

Business exchange represents a better situation since most transnational businesses based in Minnesota seem to have a large investment in Mexico and thus, a large interest in Mexican affairs. This will be the first of the

It is most important to realize that Minnesota's largest minority is Mexican, approximately 59,000 people. Minnesota's lack of cultural and diplomatic trade with Mexico clearly puts this minority at a disadvantage in terms of its self-image. The improvement of such cultural ties could mean a great deal to this community.

M1551611

The purpose of this exhibit is to present Minnesota's technology to the people of Mexico. This is necessary because there is little knowledge about Minnesota among most Mexicans. And, due to the fact that millions of dollars in sales are derived from Minnesota products and services in Mexico, it is time for the Mexican people to know who Minnesota is.

BENEFITS To

And exhibit in Mexico City would have a number of benefits for Minnesota. Small and medium-sized Minnesota businesses would have the opportunity and exposure to possible trading partners in Mexico.

MUSSIBIN

Obviously, such an exhibition would open up new markets for Minnesota businesses. An offshoot of this could also be the development of Mexican tourism to Minnesota. Minnesota has ideal weather from spring through fall, and through the years, Latin American people have found visiting Minnesota extremely enjoyable during this time.

MISSIM

Such an exhibition would give Mexican investors the opportunity to consider developing businesses (and employment) in Minnesota.

Twin Cities

Minnesota's and St. Paul's development of close relations with Mexico could serve as a model for other U.S. cities currently developing business with Mexico. This would be especially helpful for Northern cities, who currently have very little contact with Mexico.

SOME OF THE MAIN BENEFITS TO MINNESOTA

- 1.) Development of technological trade; / Exchange
- 2.) Development of a pool of experts, in medicine, computers, design, etc.
- 3.) Development of new Mexican investments in Minnesota;
- Cultural exchanges and greater awareness of Minnesota's unique heritage.

BENEFITS TO MEXICO WOULD INCLUDE:

- 1.) Increased tourism among Minnesotans to Mexico;
- 2.) An improved Mexican image among Minnesotans;
- 3.) Increased expertise available for technological problems;
- 4.) Increased trade, investment opportunities for national development.

These are only a few of the benefits to be gained by Minnesota and Mexico through such an exhibition. M is 5/00

PARTICIPATION

Participants in the exhibition from Minnesota should include the

Diplomatic: Mayor of St. Paul, Mayor of Minneapolis, Governor of Minnesota, U.S. Department of Commerce, Minnesota Department of Economic Development and Minnesota Department of Tourism, and St. Paul Chamber of Commerce. A number of Mexican diplomats (interviewed by Mr. Romero in Mexico City last July) have already expressed interest in hosting a reception for Minnesota diplomats.

Cultural: Various local cultural institutions, such as the Minneapolis Institute of Arts. Companies such as Dayton's, General Mills, Northwest Airlines, and National Car Rental could be asked to sponsor a cultural event representing Minnesota folklore.

Business: At least & Minnesota companies would be expected to participate and display their products and services.

Justitute

Regarding Mexican participation, the Mexican Department of International Trade has a number of industries which are currently very interested in such an exhibition, companies in the fields of shoes, construction and hardware. In addition, both the Mexican Department of Tourism and the Mexico City Department of Tourism strongly support such a plan.

PROGRAM

Mr. Romero's departure to Monterrey in order to visit government officials and Chambers of Commerce members to set up appointments for delegates with Monterrey's businesses and CANACINTRA.

Visit to Palacio Municipal.

Mr. Romero's departure to Mexico City.

Mr. Romero's visit with advised industries and Minnesota Companies product display.

Mr. Romero's visit with Lic. Hector Hernández and Dr. Ernesto Marcos. This is to establish the group's business definition and meetings dates with Minnesota Group on November 11 and 13.

Mr. Romero's visit with Mr. Adlung at 3M Mexico in order to set up program for Micro viewer.

Mr. Romero's visit to the President's office to set final details for Minnesota's delegates' visit.

Mr. Romero's final coordination with hotels, transportation, reception halls, interpreters, and ground transportation.

Mr. Romero's visit with US
Embassy, American Chamber of
Commerce, Mexico City Chamber
of Commerce, CONCANACO, CANACINTRA,
CONCAMIN, CONASUPO, PRI, CEMAI,
as well as newspapers and magazines to line up a press conference
for mission members.

Mr. Romero's visit to chosen industries.

Mr. Romero's visit to Cuernavaca Hacienda Cocoyoc for final set up.

MEXICO IN THE EIGHTIES

Business and Technology Center 245 East 6th St. Suite 706 P.O. Box 30412 St. Paul, MN 55175

612-292-8354

Sponsors:

City of Minneapolis

City of St. Paul

Minnesota Department of Agriculture

Minnesota Department of Economic Development

Instituto Mexicano de Comercio Exterior (Mexico)

St. Paul Area Chamber of Commerce

Greater Minneapolis

Chamber of Commerce

Mexico City Chamber of Commerce

Consejo Empresarial Mexicano Para Asuntos Internacionales (Mexico)

American Chamber of Commerce (Mexico City)

Corporate Assistance:

Corporate Report

Honeywell

Republic Airlines

3M

Webb Company

Alpha Group (Monterrey, N.L. Mexico)

Yorktown Investment Co.

Public Relations Organization and Promotion: Multinational Communications, Inc. Mr. Manny Capiz Capiz Graphic Design January 6, 1982

One of the main purposes of MWTA is to foster interest in foreign trade, thereby increasing the general understanding and appreciation of foreign trade within our contemporary business economy. It is, therefore, within the scope of our by-laws to provide our membership with speakers and leaders, such as yourself, to provide perspectives and interpretations of doing business internationally.

Again, Mr. Capiz, we appreciate your acceptance of the invitation of the Minnesota World Trade Association and the U.S. Department of Commerce to be a seminar panel participant on February 10, 1982. Should you require any additional information, please do not hesitate to call me (835-3641 or 332-7198).

Very truly yours,

Evie Szprejda &
Evie Szprejda &

Secretary-Treasurer & Program Committee Member

cc: B. Conlin, President-MWTA

M. Murphy, Vice President-MWTA

A. Cadieux, Business Manager-MWTA

G. Matson, U.S. Department of Commerce-Minneapolis .



Minnesota World Trade Association, Inc.

5235 Xerxes Ave. So.

Minneapolis, MN 55410

Tel: (612) 926-6202

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January 6, 1981

OFFICERS 1981-1982

President BERNARD E. CONLIN First National Bank of Minneapolis

First Vice President MICHAEL E. MURPHY Faegre & Benson

Second Vice President WAYNE O. LEE Toro Company

> Secretary-Treasurer EVIE SZPREJDA Gibsongroup, Inc.

> > DIRECTORS

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MARTIN HIRABAYASHI International Finance & Management Group

> GEORGE P. JOHNSON Tennant Company

ROBERT J. ROBINSON Dave Fischbein Company

R. DUNCAN SINCLAIR Northwestern National Bank of Minneapolis

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WILLIAM H. HAWES Ray C. Fischer Company, Inc.

> WAYNE O. LEE Toro Company

MICHAEL E. MURPHY Faegre & Benson

> EVIE SZPREJDA Gibsongroup, Inc.

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BERNARD E. CONLIN First National Bank of Minneapolis

SUSAN W. HARDIN

FRANKLIN C. JESSE. JR. The Pillsbury Company

> JOHN MCKERNAN Land O'Lakes, Inc.

BUSINESS MANAGER ARTHUR L. CADIEUX Mr. Manny Capiz Capiz Graphic Design 804 Pioneer Building St. Paul, MN 55101

Dear Mr. Capiz:

This will confirm our telephone conversation of last week during which you kindly agreed to be an afternoon seminar panelist at the monthly membership meeting of the Minnesota World Trade Association. This meeting will also be cosponsored by the U.S. Department of Commerce.

Our meeting will be held at the L'Hotel Sofitel on Wednesday, February 10, 1981, beginning at 2:00 p.m. The afternoon seminar will focus on the practical aspects of trading with Mexico, and will also include the following participants:

Lic. Diana Munoz, Consul of Mexico, St. Paul, Mn. Mr. Fred Towers, U.S. Department of Commerce, Mexican Desk - Washington, D.C.
Bank of America Representative - Mexico City
Mexican Commercial Trade Institute Representative - Chicago

As we discussed, we would like you to address some of the specifics of advertising to the Mexican market, particularly the industrial segement (inclusive of medical). Any samples of specific work or other supportive materials can be shown or distributed. Should you require an overhead, slide or movie projector, please advise us beforehand.

Audience size varies from one meeting to another. However, our experience has been that about 50 to 100 people would show for an afternoon seminar, with approximately 100 to 150 for dinner. You, of course, are invited to be our dinner guest during the evening program.

I would also like to give you additional background on our Association:

The MWTA has been in existence for nearly 60 years, with membership being made up of owners of smaller manufacturing, export service firms and international management staffs of large firms also involved in export and foreign direct investment.

PRESENT:

JOE ROMERO, PRES. MULTINATIONAL COMMUNICATIONS IRENE BETHKE, ADMINISTRATIVE AIDE TO MAYOR FRASER SANDRA O'BRIEN, MANAGER AAA MINNESOTA, ST. PAUL WALDO RAMOS, GENERAL TRACTOR LIMITED

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INTERNATIONAL TRADE TASK FORCE February 1, 1982

AGENDA

- I. Report by Sandra O'Brien & Joe Romero regarding Trade Mission package
- II. Romero's report from Mexico City's American Chamber of Commerce
- III. Strategy
 - IV. Discussion
 - V. Evaluation
 - VI. Adjournment

MIL

Trene This is just to let you know that
the brochuses may be coming after all.
MUNICIPAL INFORMATION LIBRARY - Pegger

ROOM 302 CITY HALL, MINNEAPOLIS, MN 55415

Significance of

TEL. (612) 348-8139

SISTER CILIES INTERNATIONAL

February 24, 1982

The President of the United States Honorary Chairman

The Johnson Foundation Racine, WI 53401

Dear Sir:

Last summer, you were kind enough to supply us with a quantity of three brochures:

- 1) The Second United States-Mexico Communication Media Symbosium
- 2) Mexico-United States Relations
- 3) Final Statement United States and Mexico Joint Commission on Cultural Cooperation

These were distributed at a U.S./Mexico workshop held during our 25th Anniversary conference held in Kansas City, Missouri. While we had a small supply after the conference, they are now exhausted.

My purpose in writing you is to request that you send one set of the above brochures to:

Mr. Robert Hurd Municipal Infomation Library Room 302 City Hall Minneapolis, MN 55415

and two additional sets to me. I would like them for file and reference purposes.

Thank you for your cooperation.

Sincerely,

Richard Oakland Director, Member Services