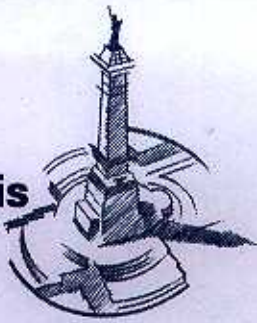


September 13, 2004

Conference & Travel Services, Inc.
Attn: Ann K. Waters, President
5701 Coventry Lane
Fort Wayne, Indiana 46804

City of
Indianapolis
Bart Peterson, Mayor



Dear Ms. Waters:

The Division of Equal Opportunity has completed its review of your firm's application for certification as a Woman Business Enterprise, WBE, and has determined that your firm is hereby certified with the City of Indianapolis as a WBE, service trade. This certification is issued pursuant to the City Minority & Women Business Utilization Plan, part B.

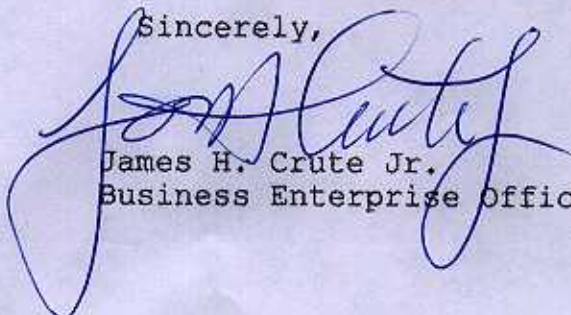
This certification is valid from September 13, 2004 to August 31, 2007, inclusive, but is subject to revocation if changes in the ownership and/or managerial/operational control of the firm occur, or if just cause is determined through established investigative procedures. WBE firms must inform DEO, in the form of a sworn affidavit, of any changes affecting the ability of the firm or it's owners to meet disadvantaged status, ownership, or control requirements of the City Minority & Women Business Utilization Plan, part B. That affidavit must be received within thirty (30) days of the change.

Additionally, WBE firms must provide DEO, every year on the anniversary date of their certification, a sworn affidavit from the firm's owner(s), to affirm that there have been no changes affecting the ability of the firm or its owners to meet disadvantaged status, ownership or control requirements of the City Minority & Women Business Utilization Plan, part B. Such an affidavit form will be mailed to your firm approximately sixty (60) days prior to its anniversary date.

This certification is not necessarily accepted by other States or Agencies and does not verify the ability of your firm to perform the types of work you may indicate.

Enclosed, you will find information and forms for being added to the City of Indianapolis/Marion County Vendor's Mailing List. For further information about this matter, contact the Central Purchasing Division, Room 1522, City-County Building, (317) 327-4900.

Sincerely,



James H. Crute Jr.
Business Enterprise Officer

cc: file

Department of Administration
Division of Equal Opportunity

1501 City County Building
200 East Washington Street
Indianapolis, Indiana 46204

(317) 327-5262
(fax) 327-4482
(TDD) 327-5186
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