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May 28, 2008

Mr. Brian Ritchey  
Lexisnexis/Juris

Via Fax No. (866) 960-0379

Dear Brian:

You might not remember everything that has happened since the summer of 2003 when my firm began using Juris. As with any conversion, there were problems along the way, but our problems seemed to intensify daily. We elected to subscribe to the Gold support services plan, but our situation continued to decline. After nearly three years of the software being a problem, which no one seemed to be able to solve, I started looking for a new software solution.

This process was also very frustrating. Not only was the monetary investment going to be large, it didn't seem right that we should find ourselves in this position again. One day out of desperation, I contact Dianne Lacey and told her how unhappy and disappointed we were with the entire Juris experience. She took immediate action and put you in touch with us.

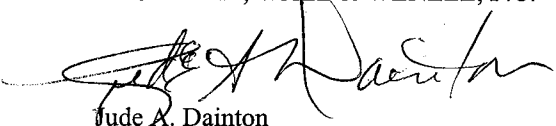
The purpose of this letter is to tell you what a treasure you were to our firm. It took several months, but you were tenacious about finding a solution to our unique problem. After quickly contacting myself and my Network Administrator, you established a plan and would conference call with us to discuss the current situation as we tried to isolate the problems. You would ALWAYS schedule a follow up conference call, follow up on the current call, and were available in between calls. Over the next several months, as we narrowed down the glitches, we elected to send our Billing Administrator to training in Tennessee. Once again, you took charge of the situation. We were able to use our own data during the training and it was during this time, we finally had a break through. Because of a license change and serial registration, the program kept crashing on us. Since that day of training in Tennessee, we have not had any more problems, and continue to enjoy the Juris software as it is meant to be used.

After turning our situation around, you continued to check in with us for status updates as we made plans to move towards MyJuris. You have helped us make good decisions with regard to our software needs and have provided excellent training and professional service.

Bourland, Wall & Wenzel, and especially myself, are very grateful to you, Brian Ritchey. You demonstrated the most professional service, concern, and attitude. You not only saved a client for Juris, but because of you, we are one of your and Juris' biggest fans. I hope LexisNexis knows what a jewel you have been. I just wanted you to know, this Juris clients knows too!

Sincerely,

BOURLAND, WALL & WENZEL, P.C.

  
Jude A. Dainton

Comptroller/Administrator

Bourland, Wall & Wenzel, P.C.