

RUSTY LUCAS
1219 E. Perkins Ave. J4
Sandusky, Ohio 44870

September 25, 1999

Robert W. Gillespie, CEO
Henry L. Meyer III, President
c/o Key Bank
127 Public Square
Cleveland, Ohio 44114

Dear Mrs. Gillespie and Meyer III:

My brother has accounts with your bank, but I have chosen to keep my money inside a sock in a shoebox. I won't tell you where I hide the shoebox. Nobody knows that except for me and I do not want to tell two complete strangers.

I once thought about opening a bank account, but I decided not to because I saw all the fees that my brother pays for different things and I'd just rather have all of my money myself. Especially with this I2K thing coming up at the end of the year. (I also have a fear of ATM machines but cannot determine exactly why).

I am not writing for account information, but I do have a concern. Ever since the argument I had with my brother over a Sports Illustrated Swimsuit Calendar, he won't allow me to have a calendar in my room. You see, I live with him and he pays all of the rent (I bet he even does it with checks from his Key Bank account), so I abide by his rules.

I have an extensive library of Made for TV movies that I tape off of television. Sometimes there are quite a few movies on in a given week and I need to map out my taping schedule for myself. You can imagine that this is difficult to do without a calendar, so I usually borrow my brother's checkbook register and work off of that. He knows that I do this and I have his permission, so you don't need to feel obligated to report this to him. I don't write checks or nothing, just use the calendar.

But I ran into a problem last month. As you can see by the enclosed photocopy of the checkbook calendar, the month of August 1999 is all screwed up. (I enlarged it for you so that you could read it easier). See. There is a problem with the 31st day of July ending on a Saturday, and the 1st day of August starting on a Monday. What happened here?!?!?!?!?!?

Now ALL of my movies for the month of August are messed up. I won't go into all of the details like what movie was supposed to be taped on Wednesday August 4th, but my VCR taped the program that aired on Thursday August 5th because I thought that the 4th was a Thursday. I don't like to point fingers because that makes three fingers point back at myself, but if the Key Bank check register books had been right, I wouldn't be in this mess. So I will ask again, what happened here?!?!?!?!?!?

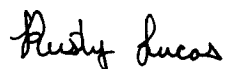
I have developed two theories. 1) You purposely did this to eliminate the 13th of August falling on a Friday. I know that many people are afraid of Friday the 13th and perhaps you did this thinking of your customers who would be afraid. August was the only month in 1999 that had a Friday the 13th, so this was the only month you would need to alter. But then I saw that February, March, and November of 1998 (on the left side of the calendar page) all were Friday the 13th months, and none of them were altered. So I decided that this theory wasn't correct.

2) You made the alteration as part of your I2K procedures and this was one of your ways to change the day that January 1, 2000 falls on. But then I noticed that the September, October, November, and December months are reverted back to the correct schemes. So I don't see how throwing all the August days off by one would change anything for I2K when the other months are all correct. At least I won't have any movie taping problems the rest of the year – but that doesn't do me much good for the entire month of movies I have lost already! (I really hope that our VCR is I2K compliant, because I do not and don't need more headaches).

Since neither of these theories seem to fit, and I cannot come up with any other reasons why you would purposely make this change, this must have just been a big goof not done on purpose at all! In that case, I might tell my brother to remove his money from Key and start using a sock like me before the I2K (but he will have to find his own hiding place).

I hope you have no animosity toward me for this, I am just looking out for my own interests. If Key Bank is inefficient and there IS a disaster at I2K, my brother might miss a rent payment and I might be back out at the shelter. So, you see, even though I am not a Key customer, I still have an interest in the well being and smooth operation of your bank. So I hope that you are doing well and that no disasters strike. Are you planning a party for January 2, 2000 if I2K turns out to be nothing?

Thank you for your time, and please make sure that the calendars for next year are printed correctly.



Rusty Lucas

p.s. I really enjoy your commercials with Anthony Edwards. I remember him from such favorites as *Revenge of the Nerds* and *The Client*. Neither of those were "Made for TV" movies, they were in theaters first, but I eventually saw (and taped) them both when they came to network TV. Is it possible to get a free promotional Key Bank baseball cap autographed by Mr. Edwards?