

RUSTY LUCAS  
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January 15, 2005

St. John's Bay  
c/o JCPenney Company, Inc.  
6501 Legacy Drive  
Plano, Texas 75024

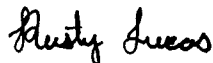
Dear St. John's Bay:

I wrote to you last February about my zipper problem on my coat, but you never wrote back to me. (I am enclosing a copy of that letter to you now). Is that how you treat good customers? I had to get a new zipper put on my coat by a local tailor and he just put a regular zipper on it without the double zip that I liked so much. I fault you for that.

I also wasted all of those years of zipper therapy as I have regressed back to my prior ways. I fault you for that also. I wish I had never spent my good hard earned money on your coat!

Please write back and tell me what you plan to do about this situation. You also owe me an answer on which St. John you are named after. This bet has been pending for almost a year now! Please provide me with the answer!

Sincerely,



Rusty Lucas

p.s. I would still like a baseball cap.