

RUSTY LUCAS  
P.O. Box 422  
SANDUSKY, OHIO 44871

January 21, 2005

Intuit - Corporate Headquarters  
2632 Marine Way  
Mountain View, CA 94043  
ATTN: Quicken Lawyer

Dear Quicken Lawyer:

I don't like a certain chemical company. I will not name that company here, because I do not wish to create any paper trail that they could use for retaliation. They don't even make a lot of the products that I buy anyway. I planned to donate a large portion of my estate to aid in their efforts to make a lot of the products that I buy better. But after reviewing their internal policies and consumer relations procedures, I want to eliminate them completely from my will and I DO NOT want them to have any reason to contest my will on any claims that I was not in my right mind when I eliminated them from my will. Do I sound like I am of sound mind?

What do I need to do to take them out of my will? I wrote up my own will about six or seven years ago using your software. I don't remember what version it was, but it was the latest version available on the market at that time. Will I have to downgrade my current computer software and revert back to the earlier version I was using when I made my will to make these changes? This is the only change that I need to make in the document. Everything else will stay exactly the same.

I want to make sure this will is official and will stand up. In the very near future, I will be starting up my own foundation and operations business to conduct chemical research and development. I assure you that it will have top notch chemical engineers and a first rate consumer relations staff who know how to handle all possible scenarios with tact and the utmost care and respect. THIS is where the proceeds of my estate will go.

My question to you, being the Quicken Lawyer, is whether I should wait until that whole foundation is set up and running before I make that change to my will? See I want to do this right... But the **absolute primary objective above all others** is to make sure that the unnamed company is removed as a beneficiary. I would rather see my estate go to the State of Ohio than to those people.

Please advise me as to the best way to remove that initial company from my Quicken Will. And if you are interested in contributing to my foundation after my demise, please remember that my

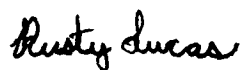
motto in that situation has always been: Before Asking, Send Flowers. However, rest assured that I intend to be around for a very long time before the need to send flowers arises.

So now that we have gotten that un-pleasantry out of the way, I must tell you that my sweetie is trying to convert me into a Microsoft Money user. I am kicking and screaming the whole way! I have been a Quicken user since all the way back when you released version 2. I have grown and matured right alongside Quicken all these years and I feel like my Quicken software is one of the family. In fact, I intend to name my next child after your software. Intuit Quicken Lucas. His initials will be IQ. We will probably call him Quickie for short. Although I don't know how Sweetie will feel about that.

To be honest, I just do not trust Microsoft Money to handle my affairs -- especially since the Microsoft company has been involved in so much anti-trust litigation. How can I trust something so deeply involved and associated with anti-trust? Plus, I think that they just ripped off the concept pioneered by Quicken. They let you develop the technology and features and then they swoop in and take your ideas and progress. They tinker with it a little bit to come up with (according to their spin doctors) a better product. This is not that much different than what those chemical company people "claim" to do. For once I would like to see some of these self proclaimed industry leaders to come up with an original idea.

I like Quicken financial software. I do not like Microsoft Money. Please help me with my Quicken will.

Sincerely,

A handwritten signature in cursive script that reads "Rusty Lucas".

Rusty Lucas

p.s. Does the Quicken logo appear on any clothing memorabilia? Perhaps on baseball caps? I collect baseball caps and I would like to have one proudly displaying my preferred financial software. Can you send me a free Quicken baseball cap?