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Date: 3/23/2004 11:10:20 AM

Subject: IMPORTANT MEMO TO ALL EMPLOYEES

Attachments: Customer Service Division 3-23-04.pdf

The attached memo from the Office of the Executive Director should be dispersed to all employees.

Managers--If employees in your area do not have access to email or cannot open the file, please print the attachment and distribute to your employees.

Beth Parks

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