1/30/12

To: Hilda Black

From: Gregory T. Sullivan Subject: IRS Taxing Matter

Hilda,

Thank you for notifying me. I would like you to know that I am sorry to hear of your recent problems. I constantly criticize my brother, who now works for the IRS, about their overstrained programs. After receiving your email, I spent this afternoon examining your account statements and your letter from the IRS. Admittedly, I recognize that a large number of our customers fail to understand the IRS's complex polices. However, I hope to clarify this confusing issue for you.

Before writing this email, I reviewed our lengthy phone conversation from April. In our conversation, you asked me whether you could rollover funds from one special tax-deferred retirement account into another without paying taxes on any gain. I stated that as long as you completed the transaction within sixty days, accountants would not consider your transfer a tax event. I also mentioned that when you eventually withdraw funds for your retirement income, you must pay taxes on your earned interest.

As stated in your email, you received a bill from the IRS for failing to declare interest on your bonds. I understand your frustration. Many of our customers undergo similar problems. In our conversation, however, we never discussed cashing bonds; we discussed transferring funds from tax-deferred accounts. Thus, I hope you understand that I will not pay your \$1,309.72 in penalties and interest charges.

Nevertheless, I mentioned your situation to my brother who works as an agent for the IRS. He happily agreed to research your situation and talk to his superiors. If you would like to meet with me in the near future and discuss this potential option, I may be able to dramatically reduce your penalties.

Please call or visit me at my office if you have any further questions.

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Sincerely,

Gregory T. Sullivan