



26th September, 2003

To Whoever it May Concern

Re: John New

I have known John New for approximately 13 years. We first met when he was interviewed and subsequently employed to participate as a member of 25+ person team for which I had overall technical responsibility. The project was to design and develop a large software system for export to the United States. John was employed originally as a Technical Writer and later was promoted to Senior Technical Writer.

I have known John continuously since then. For approximately the last 9 years, he has been employed directly by this company, again reporting to me. His role includes responsibility for production of all of the company's written material, including paper manuals, online manuals and product help. John also performed the role of web-master for the company's public web site.

I know John to be diligent, honest, self-motivated and meticulous with very high standards and work ethics. I would have no hesitation in employing him again if the situation arose and have no hesitation in recommending him for whatever position he is applying.

Please contact the undersigned if any enquiries arise as a result of this letter.

Yours faithfully,

A handwritten signature in black ink, appearing to be "A.E. Bond". The signature is stylized and fluid, with a long horizontal stroke extending to the right.

A.E. Bond MBCS MACS

Managing Director

Gresham Software Labs Pty Ltd

A C N 093 997 838

Level 3, 90 Mount Street, PO Box 6409, North Sydney, NSW 2060, Australia

Tel: +61-2-9955-7986 Fax: +61-2-9955-7948

Email: gsl_support@greshamsoftwarelabs.com

Web: www.greshamsoftwarelabs.com

Gresham Software Labs is a wholly owned subsidiary of Gresham Computing