

**Introducing RQA's
"Consumer Retrieval Gateway"
June 2, 2005**

RQA's Consumer Retrieval system is changing to enhance our ability to service our clients. This will change your company's communication process with RQA's Consumer Retrieval Service. RQA has developed a new and improved proprietary web site tool to help you manage your consumer retrievals with RQA on-line. Our "**Consumer Retrieval Gateway**" will replace the current RQA client web site and is scheduled to go live August 1, 2005, after orientation and training for all "key" client personnel.

The "Consumer Retrieval Gateway" features include the following:

- Enhanced Security
- Data Encryption
- Real-time status reporting
- Improved search and filter capabilities
- User friendly interface
- Maintenance of user access for your company (Add/edit users)

You will be contacted by RQA to update users directly on-line, which is one of the new features of the "Consumer Retrieval Gateway".

We will schedule a training session with you and your staff prior to the launch of the new application on August 1, 2005. The initial training session will be via conference call which should only take about 30 minutes. For companies who have multiple users in more than one location, additional conference calls may be scheduled as needed.

In summary, below is the approximate schedule for the "Consumer Retrieval Gateway" rollout:

- **June 20th – June 30th:** You will be contacted by RQA to update users
- **July 1st - July 25th:** RQA will schedule a 30 minute training session via conference call with you and your staff.
- **August 1st:** Consumer Retrieval Gateway will be live. Status reports for projects prior to August 1st will be available on the old system until the projects are closed.

We are looking forward to showing you this new enhanced service and will be asking for your feedback during the introduction and training stages. In the meantime, if you have any questions please call me at 602-678-4717 ext. 120.

Sincerely,

Brian Giannini

VP/General Mgr. Product Retrieval

RQA, Inc.

Providing Solutions from Concept to Consumption

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