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February 11, 2009

Dear Friends and Colleagues,

On behalf of the Board of Directors of the International Association of Commercial Administrators, I cordially invite you to the 32nd IACA Annual Conference to be held Sunday, May 17, 2009, through Thursday, May 21, 2009, at the Grand Hyatt in downtown Denver, Colorado. The Annual Conference is IACA's marquee event for collaborating, sharing, and developing best practices to improve filing offices' efficiency.

The theme for the 2009 Conference is "Crossing the Divide: *Services in an e-World*". This theme invokes developing filing office strategies to overcome obstacles regarding legal frameworks, technology and customer support.

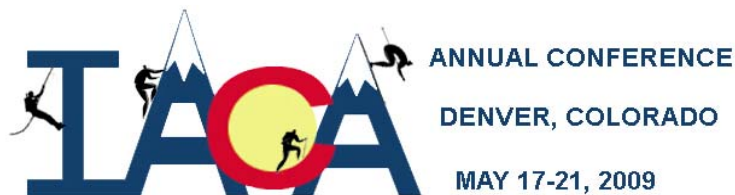
In addition to addressing challenges facing U.S. and Canadian filing offices, the Conference will provide an international perspective to overcoming the difficulties that arise in the growing world economy. As businesses move among countries and transactions bridge continents, filing offices must adapt to support more diverse constituencies. Technology, knowledge, and demands are increasing not just in our backyards, but around the world as well.

The Coming Attractions available at <http://www.icaa.org/node/121> give an overview of the topics that will be discussed during the Conference. Additional conference materials will be available shortly at the IACA website, <http://www.icaa.org/node/128>. In an effort to save costs and resources, most conference materials will be posted in advance at the IACA website and will not be distributed at the conference.

We encourage you to start planning early. Please visit the IACA website, www.icaa.org, to complete your conference registration form. The early registration discount cut-off date is *Friday, April 17, 2009*. IACA members will also receive a discounted conference registration rate.

An IACA account is needed to register for the conference. If you do not have an account, please contact IACA Secretary Tim Poulin, Tim.Poulin@Maine.gov, for assistance.

Hotel reservations for the conference can be made at <http://www.granddenver.hyatt.com/groupbooking/denrdiacm2009>. Hotel reservation must be made by *Friday, April 17, 2009*.



Crossing the Divide: Services in an e-World

Denver, which was recently voted the most popular city in the United States, is a beautiful city with many great attractions and is the gateway to the stunning Rocky Mountains. For those who want to spend additional time vacationing and exploring Denver and the rest of Colorado, we have negotiated the conference hotel room rate for 3 days before and 3 days after the conference.

The weather in Denver is usually very mild in May with plenty of sun and temperatures in the high 50s to low 60s. But, it could snow anytime.

Please feel free to contact me directly if you have any questions or need further information about IACA or the Conference. I very much look forward to seeing you in Denver!

A handwritten signature in blue ink, appearing to read 'Keith Whitelaw', is positioned above the contact information.

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