

**LETTER TO FIBONACCI ASSOCIATION
2008/2009 SUBSCRIPTION**

Dear Fibonacci Association Member:

We would like to take this opportunity to apologize for any problems and/or delays that you may have encountered with your quarterly subscriptions, miscellaneous requests or emails that may not have been answered. We hope that you understand that these delays were unavoidable.

With the recent passing of our old subscription manager, Patty Solsaa, we have become painfully aware that many items may have fallen through the cracks. Although we have made numerous attempts to go through Ms. Solsaa's emails and files we have been unable to obtain the records we were hoping to acquire.

At present, we must work under the assumption that your membership has been paid through the 2008 calendar year. We are also aware that you have not received any of the 2008 Quarterly subscriptions. Our last Quarterly published was November 2007, Volume 45, #4 and was recently shipped to you. Due to the unfortunate circumstances our Association has incurred during 2008, we have unanimously voted to provide each of you with our 2009 Quarterly without expecting further payment for any member who has already paid for their 2008 subscriptions. We will combine our subscriptions for 2008/2009. The subscription for 2008/2009 will be as follows: Volume 46/47 #1, February 2008/2009; #2, May 2008/2009; #3, August 2008/2009; #4, November 2008/2009. Combining our 2008 with 2009 subscriptions will give us the opportunity to publish our next four Quarterlies on a more timely basis. This will help us provide you an up-to-date filled subscription while also giving us the ability to become current.

To be clear, any member who has already paid for the 2008 subscription will receive the 2008/2009 subscription. Also, if by chance you have already submitted payment for your 2009 subscription, you will be considered paid up for your 2010 subscription instead. For those of you who have not yet submitted payment for 2009, please withhold payment until the end of 2009, since this will now go towards 2010 and will help us avoid further confusion.

We kindly ask that you help us update our records. Please provide the paid date for your 2008 subscription, your full name or company name, your complete address, your email address and a contact phone number where you can be reached. We would prefer to communicate by email, but fax and postal mail are available.

LETTER TO FIBONACCI ASSOCIATION–2008/2009 SUBSCRIPTION

We are hoping that our solution meets with your satisfaction. Our main objective is to provide our members with a viable resolution. Please accept our appreciation for your patience during this transitional period and we thank you for your assistance. If we do not receive a response, we will assume you have not yet paid for your 2008 subscription and we will provide you with an invoice for 2009 instead. We hope to hear from you as soon as possible.

Sincerely,

Joanne Catan
Fibonacci Association Subscription Manager
Department of Computer Science
Rochester Institute of Technology
102 Lomb Memorial Drive
Rochester, NY 14623-5608
Phone: 585-475-6084
Fax: 585-475-4935
email: fibonacciassociation@gmail.com