Creek Nation Muscogee Bingo

July 10, 2000

To Whom It May Concern:

Creek Nation Muscogee Bingo recently purchased a Triton MAKO ATM from Tom Hale with International Merchant Services, Inc. to replace our Cashback ATM script machine.

This change has produced tremendous results during the first month. Here are just a few:

> The number of customer transactions increased from 150 to 450 per month.
>
> The number of customer transactions denials decreased from 45% to 16%.
>
> The total amount of cash dispensed increased by over $10,000 during the current month as compared to the previous month.
>
> The daily loading of cash and the production of the closing reports was easy to learn and takes less than five minutes per day.
>
> Thus far we have received only one complaint. A player requested we change from a $200 maximum withdrawal amount to $300. We were happy to oblige.
>
> The customer service has been great. The only problem thus far has been with the receipt printer and it was fixed the next day.

Mr. Hale promised positive results with IMS's ATM as compared to our old one and he has delivered. Every area of our ATM service has improved as a result of the change.

Sincerely,

Farrell Kaaihue

Farrell Kaaihue, General Manager
Creek Nation Muscogee Bingo