

Global IT Asia Pacific

14th December 1998

Rodney Armarego
Front-End Applications
2/100 Victoria Parade



Dear Rodney

HIGH ACHIEVER REWARD

I am pleased to be able to acknowledge your performance throughout the 1997/98 plan year with a High Achiever Reward under the Achievement Plus program.

As a High Achiever, you clearly demonstrated superior achievement of your objectives and expectations for the plan year. Your contribution is the sort that makes a real difference to the performance of the National; this reward recognises your extra efforts.

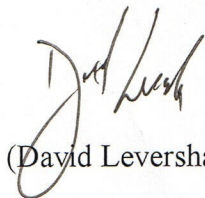
Specifically, your performance for the year was recognised in these areas:

- ⊙ Your excellent efforts in the enhancements and implementation of the Customer Rating System, in particular your responsiveness to varying customer demands.
- ⊙ Your willingness to take on additional responsibilities, particularly your assistance with the coordination and pro-active resolution of live support problems.

For your efforts, you will be paid \$ ~~1,400~~ (gross), which will be paid in a lump sum with your salary through EROS on 23rd December 1998.

Thank you for your efforts and keep up the good work.

Yours sincerely,



(David Leversha)

Team Leader
Front-End Applications
Sales & Service