



eBay Inc.

2145 Hamilton Avenue

San Jose, CA 95125

www.ebay.com

Oliver Gu
charlesfa
752 Plymouth St
Bridgewater, MA 02324-2757

Dear charlesfa,

As the pillars of our community, PowerSellers are the exemplary members who are committed to upholding and embracing the core values that are the very foundation of eBay. Above all others, they are held to the highest standards of professionalism. As a PowerSeller, you have achieved and maintained an excellent positive feedback rating and sales performance record, and that should make you proud.

Since the inception of the PowerSeller Program at eBay, we have been constantly striving to improve the benefits and services of this coveted Program. So it is with great pride that we now introduce you to the 'New & Improved' PowerSeller Program.

We have designed, exclusively for you, a revitalized Program that will continually recognize and reward your contributions to our community. From dedicated customer service and exclusive product offerings to 'best practices' discussion boards and invitations to special eBay events – even healthcare solutions (a first in our industry!), we have made many significant improvements to the PowerSeller Program.

You'll find the full details of the Program in the enclosed Welcome Kit. I trust that you will keep this kit on hand and refer to it often, as it should prove to be an invaluable resource to you as you 'Do it' eBay.

Sincerely,

A handwritten signature in black ink that reads "Meg Whitman". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Meg Whitman
President & CEO



Given In Recognition for Outstanding Performance & Professionalism.

charlesfa

As an exemplary member of the PowerSeller community, this certificate recognizes and commends you for your continued commitment to upholding and embracing the core values that are the very foundation of eBay. We truly appreciate and thank you for your contributions.

Sincerely,

A handwritten signature in black ink that reads "Meg Whitman".

Meg Whitman, President & CEO