



July 1, 2008

CUSTOMER MESSAGE

West response to Midwest flooding

To West customers affected by Midwest flooding:

The record flooding in recent weeks across the Midwest has led to uncertain times for many West customers, friends and colleagues. Lives were lost and many homes and businesses were destroyed by the water, mud and debris. For some, the true extent of the damage from the floodwaters is only now becoming clear.

West extends its support and is committed to helping legal professionals in Illinois, Iowa and Missouri restore their practices and offices as soon as possible. We're also in contact with our law school customers in the affected areas.

To assist in the recovery, we've set up a dedicated hotline for West customers affected by the flooding. Contact West Customer Service at 1-800-328-4880, ext. 67281, to discuss your individual needs. Westlaw® customers can also contact their Sales representative, and West's Reference Attorneys also are available to help support your research needs.

When it's time to rebuild your damaged library, West is offering 50 percent print replacement coverage for current subscribers.

West is proud of its heritage and longstanding partnership with attorneys and the courts, and we are proud to stand with you throughout your process of recovery and rebuilding. Please know that our thoughts are with you and that we are here to help.

Very best wishes,

A handwritten signature in black ink that reads "Peter".

Peter Warwick
President & CEO
West
North American Legal Division

Thomson Reuters

For more information log on to the West Web site at West.Thomson.com.