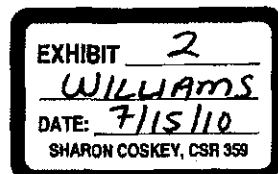


EXHIBIT F

To: Michael P. Mazza @ Chase @ Chase NA External
Rosanna Piccolo @ Chase @ Chase NA External
Thomas Keely @ Chase @ Chase NA External
cc: Amy Rice @ Chase @ Chase NA External
Anthony A. Angotti @ Chase @ Chase NA External
Connie Lynch @ Chase @ Chase NA External
From: rice @ brightware.com (Amy Rice) @ Internet @ WORLDCOM @
CHASE NA EXTERNAL
Date: Friday March 29, 1996 12:16 PM
Subject: EZ Reader extensions



Rosanna, Tom & Mike,

As your strategic knowledge-based technology partners, Brightware is pleased that EZ Reader is now approved for production installation at Chase. This is apparently an award-winning achievement we should all be proud of.

Hand in hand with enjoying the benefits of successful knowledge-based systems, Chase is also facing a new responsibility of understanding and managing to knowledge-based system maintenance considerations and we stand ready to support you.

To meet your long-term business requirements, the EZ Reader application is designed to be easily expandable so that it could interpret an endless variety of messages. Today, however, since it is a knowledge-based system, its functionality is provided by the knowledge it contains, and that knowledge is currently limited to ChaseDirect. While the KB allows EZ Reader to perform with a very high (95-98%) accuracy on ChaseDirect messages, it does not at all guarantee the same performance with messages for other business areas. To achieve the same high quality of email processing for other business areas, we need to systematically augment the knowledge base with new types of incoming messages from the Chase Web server (plus new responses) and retest the application for accuracy and quality. The length of time needed to expand EZ Reader will depend on business priorities, scope and complexity of knowledge to be added for each area.

A sample schedule beginning April 1 is shown below. I think we'll need to allow on average about 3 weeks to code and test each EZ Reader extension. (we need to co-develop a schedule that meets your needs)

April 1-5: Review web site message volumes by type, identify and prioritize

message groupings for automation through EZ Reader
April 8-22: Code and Test business priority #1 cases and rules alongside Chase technical staff
April 26-30: Deploy and document business priority #1 extension
May 1-17: Code and Test business priority #2 cases and rules alongside Chase technical staff
May 20-24: Deploy and document business priority #2 extension

Resources to pre-test and verify the application's inter-operability with the upcoming new version of Notes are another consideration that should be addressed at least three months before planned implementation of Notes 4.0.

We look forward to seeing EZ Reader in production and actively helping Chase manage the business challenge of responding appropriately and quickly to email messages from the new Web site.

Amy Rice

Folders:

Mail Path	CN=WorldCom-30/OU=Servers/O=Wolf
	Communications/C=US 03/29 11:37 AM - 03/29 11:42 AM
	CN=WorldCom-15/OU=Servers/O=Wolf Communications/C=US 03/29 11:37 AM - 03/29 11:48 AM
CHASE-MAN-BK-NF01	03/29 11:37 AM - 03/29 11:58 AM
3CMC04NH01	03/29 11:37 AM - 03/29 11:54 AM
3CMC04NH04	03/29 11:37 AM - 03/29 11:53 AM
mcbnot02	03/29 11:37 AM - 03/29 12:00 PM
MMS380MAD	03/29 11:37 AM - 03/29 11:55 AM