

June 30, 2008

Dear JD Edwards World Customer:

Subject: Oracle's Commitment to JD Edwards World. Expanding our customers' offerings with Oracle

It has been three prominent years since JD Edwards was acquired by Oracle and I would like to provide you with an update. The JD Edwards World community has never been as vibrant and active as in recent years.

By combining with Oracle, JD Edwards World customers have been able to benefit from a much broader and strategic set of offerings to more expeditiously meet their business needs. Through planned acquisitions, Oracle has strengthened its product offerings, accelerated innovation, and continued to meet customer demand more rapidly. In fact, Oracle sees acquisitions as the primary way enterprise software companies can remain competitive and innovative. Proof of this successful strategy is that Oracle can offer the strongest strategic road map and is the applications leader in CRM, supply chain management, and human capital management. Oracle also has 37,000 customers using Oracle applications. The JD Edwards World organization leverages this experience and knowledge by continually bringing you robust and quality products such as our latest release - A9.1.

As Vice President and General Manager for Oracle's JD Edwards World organization, I want to emphasize Oracle's commitment to the JD Edwards World product line.

There are two Oracle policies that ensure your investment in JD Edwards World solutions is solid and secure:

- **Lifetime Support** – This is Oracle's commitment since 2005 to provide tiers of product support for the JD Edwards family for as long as customers run that product and are current on maintenance. The full policy is available at www.oracle.com/support/lifetime-support-policy.html
- **Applications Unlimited** – Oracle publicly committed in 2006 to enhance JD Edwards' products and to add on-going value for our customers. The full policy is available at www.oracle.com/applications/applications-unlimited.html

My team has the responsibility to continue to deliver on these commitments made by Oracle. My staff of product strategy, product development, quality engineering, customer support, marketing, and information development professionals are charged daily with driving the future of all JD Edwards World products while supporting our current customers. My team has already established a track record of delivering on these commitments by:

- Shipping new application releases – most recently A9.1 – with over 1,300 enhancements and significant new capabilities allowing our customers to reduce the cost and complexity of integration for their businesses, enabling operational excellence in manufacturing and distribution with key enhancements, and improving upgradeability through technology improvements.
- Shipping new products between major releases. In September 2007 my team delivered a new update release of JD Edwards World A9.1 containing several enhancements to A9.1 Technical Foundation

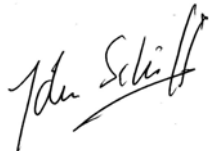
applications including expanded Import/Export capability for World Writer and JD Edwards World-created templates, reducing several steps in the process of exporting and importing spreadsheet data in a cyclical process. Also enhanced is the use of the IFS (Integrated File System) to tighten security, and offered an improved A9.1 web-enabled interface, which has been optimized to accelerate performance for Java server-based deployments.

- Building for the future with a new World applications release under development today – A9.1.2.
- Incorporating integrations to other Oracle applications that add value with best-of-breed products including Demantra and Siebel on Demand. We are planning additional integrations with other Oracle products in our product roadmap.
- Continue support to the IBM i (formerly IBM System i) platform including the latest V6R1 operating system.

I am proud to lead an organization which continues to deliver such a high level of customer satisfaction in the software industry. While JD Edwards World customers come from a broad range of industries and vary greatly in size, many share a common characteristic - growth. Over the past ten years, midsize companies have contributed enormously to global growth and job creation. I believe that the JD Edwards World customer base includes some of the world's fastest growing businesses who are growing both internally and through acquisitions faster than users of other ERP systems. We have seen customers rapidly double and triple in size with our software as they accommodate and facilitate their growth. JD Edwards World has proven flexibility and reliability to support the changing business practices that result from and enable sustained and rapid growth.

Whether you are a long time, new or prospective JD Edwards World customer, you can be assured that we are dedicated to meeting your ERP needs. I sincerely appreciate the trust our customers place with us to provide software that runs their organizations every day. My organization truly looks forward to working with you and supporting your ongoing business needs for years to come.

Sincerely,



John Schiff
Vice President and General Manager
JD Edwards World

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