



November 16, 2010

Dear Mike,

I would like to thank you for the dynamic role you played in our National Accounts Underwriting leadership event on November 3, 2010. The event was a success, and we've received extremely favorable feedback from our participants.

As the coordinator of this event, I appreciated how prepared you were, your flexibility to meet and plan with us, and your commitment to achieving the objectives we established for our event. Some specific comments I received on the day you spent with us include:

*This event was different than others in the past, I have tools I can leave here with and apply.*

*The day was well spent; I learned some new techniques to interact with my team.*

*Mike shared tools that made sense and could be easily applied.*

*He had a great energy that was contagious.*

*Mike was clearly passionate and excited about what he was doing and talking about.*

Thank you for helping make the time we dedicated to this event meaningful and worthwhile for our leadership team, which is a team that places a lot of value on concrete results.

Regards,

W Daniels