

 **Pitney Bowes Management Services**

Rich DeRosa
MTS
4000 Embassy Parkway
Akron OH 44333

Dear Rich:

As my role with the Aetna Project winds down I just wanted to take a moment and thank you and MTS for a job well done.

This project was characterized as critical for a number of reasons. It represented a new vertical market for Pitney Bowes and a revolutionary redesign for the Aetna and its customers. Not to be ignored is the compressed timeline and demanding conditions placed on our valued providers such as MTS. Bottom-line, we needed performance and cooperation and your firm delivered.

I ask that you pass my sincere appreciation along to your team for their professional approach and craftsmanship. I also invite you to use my name and number if you are ever in need of a reference.

Best Regards,

Kerry Caylor
Senior Project Consultant
Pitney Bowes